



Accessibility requirements for ICT products and services

9 Web

9.0 General (informative)

Requirements in clause 9 apply to web pages (as defined in clause 3.1) including:

- Conformance with WCAG 2.0 Level AA is equivalent to conforming with clauses 9.1.1, 9.1.2, 9.1.3.1 to 9.1.3.3, 9.1.4.1 to 9.1.4.5, 9.2.1.1, 9.2.1.2, 9.2.1.4, 9.2.1.1, 9.2.1.2, 9.2.2, 9.2.3, 9.2.4, 9.3, 9.4.1.1, 9.4.1.2 and the conformance requirements of clause 9.5 of the present document.
- Conformance with WCAG 2.1 Level AA is equivalent to conforming with all of clauses 9.1 to 9.4 and the conformance requirements of clause 9.5 of the present document.
- Requirements for other documents and software are provided in clauses 10 and 11 respectively.

NOTE 1: When evaluating web sites they are evaluated as individual web pages. Web applications, mobile web applications etc. are covered under the definition of web page which is quite broad and covers all web content types.

The web content requirements in clauses 9.1 to 9.4 set out all of the Level A and Level AA Success Criteria from the W3C Web Content Accessibility Guidelines (WCAG 2.1) [5]:

- Web Pages conforming to WCAG 2.0 Level A and AA also conform to clauses 9.1.1.1 to 9.1.3.3, 9.1.4.1 to 9.1.4.5, 9.2.1.1, 9.2.1.2, 9.2.2.1 to 9.2.4.7, 9.3.1.1 to 9.4.1.2 and the conformance requirements of clause 9.5.
- Web Pages that conform to WCAG 2.1 Level AA conform to all of clauses 9.1 to 9.4 and the conformance requirements of clause 9.5.
- Web Pages conforming to clauses 9.1.1.1 to 9.1.3.3, 9.1.4.1 to 9.1.4.5, 9.2.1.1, 9.2.1.2, 9.2.2.1 to 9.2.4.7, 9.3.1.1 to 9.4.1.2, and the conformance requirements of clause 9.5, also conform to WCAG 2.0 Level AA.
- Web Pages that conform to all of clauses 9.1 to 9.4, and the conformance requirements of clause 9.5, conform to WCAG 2.1 Level AA.

NOTE 2: WCAG 2.0 is identical to ISO/IEC 40500 (2012): "Information technology - W3C Web Content Accessibility Guidelines (WCAG) 2.0" [4].

The requirements in clauses 9.1 to 9.4 are written using the concept of satisfying success criteria (defined in clause 3.1). A web page satisfies a WCAG success criterion when the success criterion does not evaluate to false when applied to the web page. This implies that if the success criterion puts conditions on a specific feature and that specific feature does not occur in the web page, then the web page satisfies the success criterion.

NOTE 3: For example, a web page that does not contain pre-recorded audio content in synchronized media will automatically satisfy WCAG success criterion 1.2.2 (captions - pre-recorded) and, in consequence, will also conform to clause 9.1.2.2.

In addition to Level AA success criteria, the Web Content Accessibility Guidelines also include success criteria for Level AAA. These are included in Annex D of the present document.

NOTE 4: The body of the present document does not include the Level AAA success criteria, both to avoid confusion with the Level A and Level AA based requirements and for harmonisation with other procurement standards.
Web authors and procurement accessibility specialists are encouraged to improve accessibility beyond the requirements of the present document and should therefore consider whether any of the WCAG Level AAA success criteria offer suggestions that may be applicable and relevant to their project, as well as potentially beneficial to some users.

NOTE 5: The W3C states that "It is not recommended that Level AAA conformance be required as a general policy for entire sites because it is not possible to satisfy all Level AAA Success Criteria for some content".

NOTE 6: "Void" clauses have been inserted in order to maintain alignment with the numbering of WCAG 2.1 Level A and Level AA Success Criteria.

9.1 Perceivable

9.1.1 Text alternatives

9.1.1.1 Non-text content

Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 1.1.1 Non-text content](#).

9.1.2 Time-based media

9.1.2.1 Audio-only and video-only (pre-recorded)

Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 1.2.1 Audio-only and Video-only \(Prerecorded\)](#).

9.1.2.2 Captions (pre-recorded)

Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 1.2.2 Captions \(Prerecorded\)](#).

9.1.2.3 Audio description or media alternative (pre-recorded)

Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 1.2.3 Audio Description or Media Alternative \(Prerecorded\)](#).

9.1.2.4 Captions (live)

Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 1.2.4 Captions \(Live\)](#).

9.1.2.5 Audio description (pre-recorded)

Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 1.2.5 Audio Description \(Prerecorded\)](#).

9.1.3 Adaptable

9.1.3.1 Info and relationships

Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 1.3.1 Info and Relationships](#).

9.1.3.2 Meaningful sequence

Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 1.3.2 Meaningful Sequence](#).

9.1.3.3 Sensory characteristics

Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 1.3.3 Sensory Characteristics](#).

9.1.3.4 Orientation

Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 1.3.4 Orientation](#).

9.1.3.5 Identify input purpose

Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 1.3.5 Identify Input Purpose](#).

9.1.4 Distinguishable

9.1.4.1 Use of colour

Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 1.4.1 Use of Color](#).

9.1.4.2 Audio control

Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 1.4.2 Audio Control](#).

9.1.4.3 Contrast (minimum)

Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 1.4.3 Contrast \(Minimum\)](#).

9.1.4.4 Resize text

Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 1.4.4 Resize text](#).

9.1.4.5 Images of text

Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 1.4.5 Images of Text](#).

9.1.4.6 Void

9.1.4.7 Void

9.1.4.8 Void

9.1.4.9 Void

9.1.4.10 Reflow

Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 1.4.10 Reflow](#).

9.1.4.11 Non-text contrast

Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 1.4.11 Non-text Contrast](#).

9.1.4.12 Text spacing

Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 1.4.12 Text spacing](#).

9.1.4.13 Content on hover or focus

Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 1.4.13 Content on Hover or Focus](#).

9.2 Operable

9.2.1 Keyboard accessible

9.2.1.1 Keyboard

Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 2.1.1 Keyboard](#).

9.2.1.2 No keyboard trap

Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 2.1.2 No Keyboard Trap](#).

9.2.1.3 Void

9.2.1.4 Character key shortcuts

Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 2.1.4 Character Key Shortcuts](#).

9.2.2 Enough time

9.2.2.1 Timing adjustable

Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 2.2.1 Timing Adjustable](#).

9.2.2.2 Pause, stop, hide

Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 2.2.2 Pause, Stop, Hide](#).

9.2.3 Seizures and physical reactions

9.2.3.1 Three flashes or below threshold

Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 2.3.1 Three Flashes or Below Threshold](#).

9.2.4 Navigable

9.2.4.1 Bypass blocks

Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 2.4.1 Bypass Blocks](#).

9.2.4.2 Page titled

Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 2.4.2 Page Titled](#).

9.2.4.3 Focus Order

Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 2.4.3 Focus Order](#).

9.2.4.4 Link purpose (in context)

Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 2.4.4 Link Purpose \(In Context\)](#).

9.2.4.5 Multiple ways

Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 2.4.5 Multiple Ways](#).

9.2.4.6 Headings and labels

Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 2.4.6 Headings and Labels](#).

9.2.4.7 Focus visible

Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 2.4.7 Focus Visible](#).

9.2.5 Input modalities

9.2.5.1 Pointer gestures

Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 2.5.1 Pointer Gestures](#).

9.2.5.2 Pointer cancellation

Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 2.5.2 Pointer Cancellation](#).

9.2.5.3 Label in name

Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 2.5.3 Label in Name](#).

9.2.5.4 Motion actuation

Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 2.5.4 Motion Actuation](#).

9.3 Understandable

9.3.1 Readable

9.3.1.1 Language of page

Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 3.1.1 Language of Page](#).

9.3.1.2 Language of parts

Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 3.1.2 Language of Parts](#).

9.3.2 Predictable

9.3.2.1 On focus

Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 3.2.1 On Focus](#).

9.3.2.2 On input

Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 3.2.2 On Input](#).

9.3.2.3 Consistent navigation

Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 3.2.3 Consistent Navigation](#).

9.3.2.4 Consistent identification

Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 3.2.4 Consistent Identification](#).

9.3.3 Input assistance

9.3.3.1 Error identification

Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 3.3.1 Error Identification](#).

9.3.3.2 Labels or instructions

Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 3.3.2 Labels or Instructions](#).

9.3.3.3 Error suggestion

Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 3.3.3 Error Suggestion](#).

9.3.3.4 Error prevention (legal, financial, data)

Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 3.3.4 Error Prevention \(Legal, Financial, Data\)](#).

9.4 Robust

9.4.1 Compatible

9.4.1.1 Parsing

Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 4.1.1 Parsing](#).

9.4.1.2 Name, role, value

Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 4.1.2 Name, Role, Value](#).

9.4.1.3 Status messages

Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 4.1.3 Status Messages](#).

9.5 WCAG conformance requirements

Where ICT is a web page, it shall satisfy all the following five WCAG 2.1 conformance requirements at Level AA [5].

- 1) Conformance level
- 2) Full pages
- 3) Complete processes
- 4) Only Accessibility-Supported Ways of Using Technologies
- 5) Non-interference

NOTE 1: A Web page that meets all of requirements 9.1 to 9.4, or where a Level AA conforming alternate version (as defined in WCAG 2.1 [5]) is provided, will meet conformance requirement 1.

NOTE 2: According to W3C: "WCAG 2.1 extends Web Content Accessibility Guidelines 2.0 [4], which was published as a W3C Recommendation December 2008. Content that conforms to WCAG 2.1 also conforms to WCAG 2.0, and therefore to policies that reference WCAG 2.0" [4].

NOTE 3: Conformance requirement 5 states that all content on the page, including content that is not otherwise relied upon to meet conformance, meets clauses 9.1.4.2, 9.2.1.2, 9.2.2.2 and 9.2.3.1.