



1mind AI, Inc. Accessibility Conformance Report

International Edition

(Based on VPAT® Version 2.5Rev)

Name of Product/Version: Product: 1mind Superhuman buyer-facing web experience / Version: *7455

Report Date: October 24, 2026

Product Description: The 1mind platform deploys conversational and interactive AI “Superhumans” that engage buyers and customers on the web. The buyer-facing experience is delivered as an embeddable widget and hosted page. Users can talk to the Superhuman by voice or type messages; the Superhuman responds with synthesized speech, a real-time text transcript, and an animated video avatar or custom visual, and can present and narrate slides, answer questions, and help users get in touch with a human or directly book a meeting with a human.

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Notes:

- This report covers the buyer-facing 1mind Superhuman experience as delivered in a web browser.
- It was evaluated using a representative preview deployment: <https://app.1mind.com/preview/hj9prx48wx>
- Content within each deployment including slides, videos, knowledge-base responses, and links are configured by the 1mind customer.
- The accessibility of customer-supplied content (eg. text within slide images or captions for customer videos) depends on that content. Colors and many interface elements can also be customized in the 1mind Console.
- Tested with Google Chrome Version 155.0.8059.85 (Official Build) (64-bit) on desktop and iPhone 16.
- Summary of results:
 - The 1mind Superhuman buyer-facing web experience partially supports WCAG 2.2 Level A and AA.
 - Of the 56 Level A and AA success criteria, 46 are rated Supports, 7 Partially Supports, and 3 Not Applicable; none are rated Does Not Support.
 - The partially supported criteria are 1.3.5 Identify Input Purpose, 1.4.5 Images of Text, 2.4.3 Focus Order, 2.4.7 Focus Visible, 3.1.2 Language of Parts, 4.1.2 Name, Role, Value, and 4.1.3 Status Messages.
 - Results for Revised Section 508 and EN 301 549 follow these findings that no criterion in either standard is rated Does Not Support, and hardware and installed-software requirements do not apply to this web-based product.
 - Remediation of the partially supported items is ticketed respectively as we look to continue to further improve our accessibility of our 1mind product.

Evaluation Methods Used:

This evaluation was conducted with knowledge of the product's common uses and flows, using manual and tool-assisted testing.

Reviewing W3C [WCAG 2.0 / 2.1 recommendations](#), etc., automatic testing using the [Siteimprove Accessibility](#) product, Chrome Developer tools and extensions, manual audits and testing with screen reader, keyboard, and microphone.

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 (Yes)
Web Content Accessibility Guidelines 2.1	Level A (Yes) Level AA (Yes) Level AAA (Yes)
Web Content Accessibility Guidelines 2.2	Level A (Yes) Level AA (Yes) Level AAA (Yes)
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	(Yes)

Standard/Guideline	Included In Report
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)	(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 also 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

- o Clauses 12.1.2 and 12.2.4 of Clause 12 - Documentation and support services
- Revised Section 508:
 - o Chapter 5 - 501.1 Scope and 504.2 Content Creation or Editing
 - o 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 2.1 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Notes:

As noted, responses apply to the buyer-facing Superhuman web experience which is delivered as an embed into a website where it is displayed to the end user accordingly. Customers can further configure the embedded widget via the OneMind SDK to further customize accordingly.

- **Electronic Docs:** Not Applicable. Customer-supplied slides or videos are rendered as web content and are covered under Web.
- **Software:** Not Applicable. The product is delivered as web content in a browser and there is no installed software.
- **Closed:** Not Applicable. The product is not closed to assistive technology.
- **Authoring Tool:** Not Applicable. The experience does not author content in this respect.

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A) Also applies to: EN 301 549 Criteria <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) Revised Section 508	Web: Supports Electronic Docs: Not Applicable Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable	Web: Controls such as the microphone, speaker, video, end-call, send, presentation expand/close, and language selector buttons have text alternatives, and the decorative idle avatar video is hidden from assistive technology. Slides presented by the Superhuman are rendered as images that all share the same generic text alternative ("Presentation slide"), so slide text, charts, and screenshots are not available as text. The Superhuman's spoken narration (also shown in the transcript) can read or summarize the slide

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		<p>respective to the user's request. Slide content is supplied by the customer.</p> <p>Electronic Docs: See Table 1 Notes.</p> <p>Software: See Table 1 Notes.</p> <p>Closed: See Table 1 Notes.</p> <p>Authoring Tool: See Table 1 Notes.</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) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Electronic Docs: Not Applicable</p> <p>Software: Not Applicable</p> <p>Closed: Not Applicable</p> <p>Authoring Tool: Not Applicable</p>	<p>Web: By default, the evaluated experience contains no prerecorded audio-only or video-only content that conveys information. The audio output of the AI Superhuman speaking is generative and the looping idle avatar video is decorative, muted, and hidden from assistive technology.</p> <p>Electronic Docs: See Table 1 Notes.</p> <p>Software: See Table 1 Notes.</p> <p>Closed: See Table 1 Notes.</p> <p>Authoring Tool: See Table 1 Notes.</p>
<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: Supports</p> <p>Electronic Docs: Not Applicable</p> <p>Software: Not Applicable</p> <p>Closed: Not Applicable</p> <p>Authoring Tool: Not Applicable</p>	<p>Web: No prerecorded synchronized media is presented in the evaluated experience. The Superhuman's speech is generated in real time and captioned through the live transcript. Support for captions exists for customer uploaded of prerecorded videos that a user can toggle on/off.</p> <p>Electronic Docs: See Table 1 Notes.</p> <p>Software: See Table 1 Notes.</p> <p>Closed: See Table 1 Notes.</p>

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 		Authoring Tool: See Table 1 Notes.
<u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A) Also applies to: EN 301 549 Criteria <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) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports Electronic Docs: Not Applicable Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable	Web: No prerecorded synchronized media is presented in the evaluated experience and visual slide content is described through the Superhuman's narration. Customer-uploaded prerecorded video would require a description or media alternative supplied by the customer, but the generative nature also allows the Superhuman to provide direct insight into the media and discuss it with the end user. Electronic Docs: See Table 1 Notes. Software: See Table 1 Notes. Closed: See Table 1 Notes. Authoring Tool: See Table 1 Notes.
<u>1.3.1 Info and Relationships</u> (Level A) Also applies to: EN 301 549 Criteria <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) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 	Web: Supports Electronic Docs: Not Applicable Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable	Web: The landing view uses a heading, a main landmark, and labeled regions ("Multimodal experience", "Slide", "Conversation") and suggested "topic chips" or prompts are grouped and the language selector uses menu semantics. Electronic Docs: See Table 1 Notes. Software: See Table 1 Notes. Closed: See Table 1 Notes. Authoring Tool: See Table 1 Notes.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p>1.3.2 Meaningful Sequence (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>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Electronic Docs: Not Applicable</p> <p>Software: Not Applicable</p> <p>Closed: Not Applicable</p> <p>Authoring Tool: Not Applicable</p>	<p>Web: Reading order in the DOM matches the visual presentation, and transcript messages are rendered in chronological order.</p> <p>Electronic Docs: See Table 1 Notes.</p> <p>Software: See Table 1 Notes.</p> <p>Closed: See Table 1 Notes.</p> <p>Authoring Tool: See Table 1 Notes.</p>
<p>1.3.3 Sensory Characteristics (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) • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Electronic Docs: Not Applicable</p> <p>Software: Not Applicable</p> <p>Closed: Not Applicable</p> <p>Authoring Tool: Not Applicable</p>	<p>Web: Instructions do not rely solely on shape, size, visual location, orientation, or sound; controls have visible text or accessible names.</p> <p>Electronic Docs: See Table 1 Notes.</p> <p>Software: See Table 1 Notes.</p> <p>Closed: See Table 1 Notes.</p> <p>Authoring Tool: See Table 1 Notes.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>1.4.1 Use of Color (Level A)</p> <p>Also applies to:</p> <p>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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Electronic Docs: Not Applicable</p> <p>Software: Not Applicable</p> <p>Closed: Not Applicable</p> <p>Authoring Tool: Not Applicable</p>	<p>Web: Color is not the only means of conveying information. Muted microphone and differing speaker states via icons are shown with a slashed icon in addition to color and are reflected in the controls' accessible names as well as the end-call control, which uses an icon and accessible name in addition to red color to denote the common style of ending a phone / video call.</p> <p>Electronic Docs: See Table 1 Notes.</p> <p>Software: See Table 1 Notes.</p> <p>Closed: See Table 1 Notes.</p> <p>Authoring Tool: See Table 1 Notes.</p>
<p>1.4.2 Audio Control (Level A)</p> <p>Also applies to:</p> <p>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 Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Electronic Docs: Not Applicable</p> <p>Software: Not Applicable</p> <p>Closed: Not Applicable</p> <p>Authoring Tool: Not Applicable</p>	<p>Web: Audio plays only after the user starts a conversation. A "Mute speaker" control in the call control bar stops the Superhuman's audio independently of system volume, and the "End" control ends the session. The idle avatar video is muted. If a video is shown / played during the session, the user also has the control to turn the sound on / off for the video stream.</p> <p>Electronic Docs: See Table 1 Notes.</p> <p>Software: See Table 1 Notes.</p> <p>Closed: See Table 1 Notes.</p> <p>Authoring Tool: See Table 1 Notes.</p>
<p>2.1.1 Keyboard (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p>	<p>Web: Supports</p> <p>Electronic Docs: Not Applicable</p>	<p>Web: All functionality tested is operable with a keyboard, including topic chips / suggestion prompts, starting a conversation, the language</p>

Criteria	Conformance Level	Remarks and Explanations
<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) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Software: Not Applicable Closed: See information in 5.1.3.1 through 5.1.3.16 Authoring Tool: Not Applicable	menu (arrow keys, Enter, Escape), message entry (Enter to send), call controls, presentation expand/close, and the end-call confirmation. Speech input is optional and all conversation functions are available by typing if required by the user. Electronic Docs: See Table 1 Notes. Software: See Table 1 Notes. Closed: See information in 5.1.3.1 through 5.1.3.16 Authoring Tool: See Table 1 Notes.
<u>2.1.2 No Keyboard Trap</u> (Level A) Also applies to: EN 301 549 Criteria <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) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports Electronic Docs: Not Applicable Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable	Web: No keyboard traps were found. The conversation opens as a modal dialog that intentionally keeps focus within it; users can leave it with the “End” control (with confirmation) or clicking the X (if in widget form). Menus close with Escape key. Electronic Docs: See Table 1 Notes. Software: See Table 1 Notes. Closed: See Table 1 Notes. Authoring Tool: See Table 1 Notes.
<u>2.1.4 Character Key Shortcuts</u> (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria <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) 	Web: Not Applicable Electronic Docs: Not Applicable Software: Not Applicable Closed: See information in 5.1.3.1 through 5.1.3.16	Web: N/A the product by design does not implement single-character key shortcuts . Electronic Docs: See Table 1 Notes. Software: See Table 1 Notes. Closed: See information in 5.1.3.1 through 5.1.3.16 Authoring Tool: See Table 1 Notes.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 11.2.1.4.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Authoring Tool: Not Applicable	
2.2.1 Timing Adjustable (Level A) Also applies to: EN 301 549 Criteria <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) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports Electronic Docs: Not Applicable Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable	Web: Time limits exist within the experience and precise times are customizable to the customer to determine 1) when the modal pop up will show that the session is idle, 2) when to provide the user the option to resume and continue the session or end it directly. Eg. Display session timeout at 60 seconds and provide 30 seconds until the session will automatically end and refresh to a new session. Electronic Docs: See Table 1 Notes. Software: See Table 1 Notes. Closed: See Table 1 Notes. Authoring Tool: See Table 1 Notes.
2.2.2 Pause. Stop. Hide (Level A) Also applies to: EN 301 549 Criteria <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) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 	Web: Supports Electronic Docs: Not Applicable Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable	Web: In conversation, a user can pause and collapse the experience by clicking the “X”. The idle video of the avatar looping is essential to the preload of the UX and showing the UX is interactive and not static. Furthermore, a user can hide the avatar by clicking the “Hide Superhuman” figure icon to remove it and click it again to bring it back. Electronic Docs: See Table 1 Notes. Software: See Table 1 Notes. Closed: See Table 1 Notes. Authoring Tool: See Table 1 Notes.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<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>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Electronic Docs: Not Applicable</p> <p>Software: Not Applicable</p> <p>Closed: Not Applicable</p> <p>Authoring Tool: Not Applicable</p>	<p>Web: No content that flashes more than three times in any one-second period was observed.</p> <p>Electronic Docs: See Table 1 Notes.</p> <p>Software: See Table 1 Notes.</p> <p>Closed: See Table 1 Notes.</p> <p>Authoring Tool: See Table 1 Notes.</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 apply • 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>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) 	<p>Web: Supports</p> <p>Electronic Docs: Not Applicable</p> <p>Authoring Tool: Not Applicable</p>	<p>Web: The experience is a single-page widget with few repeated blocks. A main landmark and labeled regions (“Slide”, “Conversation”) allow assistive technology users to move directly to the main areas.</p> <p>Electronic Docs: See Table 1 Notes.</p> <p>Authoring Tool: See Table 1 Notes.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) – Does not apply to non-web docs 		
<p>2.4.2 Page Titled (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>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Electronic Docs: Not Applicable</p> <p>Software: Not Applicable</p> <p>Authoring Tool: Not Applicable</p>	<p>Web: The hosted experience has a customizable page title and the embedding iframe is titled “AI assistant”. When the widget is embedded, the host page title is controlled by the customer.</p> <p>Electronic Docs: See Table 1 Notes.</p> <p>Software: See Table 1 Notes.</p> <p>Authoring Tool: See Table 1 Notes.</p>
<p>2.4.3 Focus Order (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 Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Web: Partially Supports</p> <p>Electronic Docs: Not Applicable</p> <p>Software: Not Applicable</p> <p>Closed: Not Applicable</p> <p>Authoring Tool: Not Applicable</p>	<p>Web: Focus moves into the conversation dialog when a conversation starts with the core goal of being a conversational AI to engage with it via user speech or typed text. The cycling of focus are respective to where the user is in the conversation with the AI and whether that is via typing or speaking interactivity.</p> <p>Electronic Docs: See Table 1 Notes.</p> <p>Software: See Table 1 Notes.</p> <p>Closed: See Table 1 Notes.</p> <p>Authoring Tool: See Table 1 Notes.</p>

Criteria	Conformance Level	Remarks and Explanations
<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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Electronic Docs: Not Applicable</p> <p>Software: Not Applicable</p> <p>Closed: Not Applicable</p> <p>Authoring Tool: Not Applicable</p>	<p>Web: Interactive elements are buttons with descriptive text. When the Superhuman shares a link, it is presented as descriptive link text (eg. the page name) rather than a raw URL. Link text in responses depends on customer-configured content and can be displayed as required by the customer.</p> <p>Electronic Docs: See Table 1 Notes.</p> <p>Software: See Table 1 Notes.</p> <p>Closed: See Table 1 Notes.</p> <p>Authoring Tool: See Table 1 Notes.</p>
<p><u>2.5.1 Pointer Gestures</u> (Level A 2.1 and 2.2)</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) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	<p>Web: Supports</p> <p>Electronic Docs: Not Applicable</p> <p>Software: Not Applicable</p> <p>Closed: Not Applicable</p> <p>Authoring Tool: Not Applicable</p>	<p>Web: No multipoint or path-based gestures are required.</p> <p>Electronic Docs: See Table 1 Notes.</p> <p>Software: See Table 1 Notes.</p> <p>Closed: See Table 1 Notes.</p> <p>Authoring Tool: See Table 1 Notes.</p>
<p><u>2.5.2 Pointer Cancellation</u> (Level A 2.1 and 2.2)</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) 	<p>Web: Supports</p> <p>Electronic Docs: Not Applicable</p> <p>Software: Not Applicable</p> <p>Closed: Not Applicable</p>	<p>Web: Controls are standard buttons that activate on the up-event and no down-event activation was observed.</p> <p>Electronic Docs: See Table 1 Notes.</p> <p>Software: See Table 1 Notes.</p> <p>Closed: See Table 1 Notes.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 11.2.5.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Authoring Tool: Not Applicable	Authoring Tool: See Table 1 Notes.
2.5.3 Label in Name (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.2.5.3 (Web) 10.2.5.3 (Non-web document) 11.2.5.3.1 (Open Functionality Software) 11.2.5.3.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Supports Electronic Docs: Not Applicable Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable	Web: Controls with visible text include that text or logical text in their accessible names. Where icons exists, logical icons and tool tips / alternative text are used to further highlight the feature (eg. microphone). Electronic Docs: See Table 1 Notes. Software: See Table 1 Notes. Closed: See Table 1 Notes. Authoring Tool: See Table 1 Notes.
2.5.4 Motion Actuation (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria <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) Revised Section 508 – Does not apply	Web: Not Applicable Electronic Docs: Not Applicable Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable	Web: This product does not have any functionality that uses user or device based motion. Electronic Docs: See Table 1 Notes. Software: See Table 1 Notes. Closed: See Table 1 Notes. Authoring Tool: See Table 1 Notes.
3.1.1 Language of Page (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.3.1.1 (Web) 	Web: Supports Electronic Docs: Not Applicable Software: Not Applicable	Web: The page language is programmatically determined. It was set to English as my browser renders English by design (lang="en") and is updated when the user selects another interface

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 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) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Closed: Not Applicable Authoring Tool: Not Applicable	language (eg. lang="es" for Spanish) or if their browser is set to force a language programmatically. Electronic Docs: See Table 1 Notes. Software: See Table 1 Notes. Closed: See Table 1 Notes. Authoring Tool: See Table 1 Notes.
3.2.1 On Focus (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.3.2.1 (Web) 10.3.2.1 (Non-web document) 11.3.2.1 (Open Functionality Software) 11.3.2.1 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports Electronic Docs: Not Applicable Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable	Web: Receiving focus does not trigger a change of context; tooltips appear on focus without changing context. Electronic Docs: See Table 1 Notes. Software: See Table 1 Notes. Closed: See Table 1 Notes. Authoring Tool: See Table 1 Notes.
3.2.2 On Input (Level A) Also applies to: EN 301 549 Criteria <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) 	Web: Supports Electronic Docs: Not Applicable Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable	Web: Changing settings or entering text does not cause unexpected changes of context. Selecting an interface language applies it immediately as the expected result of that explicit menu selection, and messages are sent only when the user presses Enter or clicks/taps the Send button. Electronic Docs: See Table 1 Notes.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 		Software: See Table 1 Notes. Closed: See Table 1 Notes. Authoring Tool: See Table 1 Notes.
3.2.6 Consistent Help (Level A 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: The “Get in touch” help mechanism is available in the same relative position within each view of the experience (landing panel, conversation panel, and call control bar). Electronic Docs: See Table 1 Notes. Software: See Table 1 Notes. Closed: See Table 1 Notes. Authoring Tool: See Table 1 Notes.
3.3.1 Error Identification (Level A) Also applies to: EN 301 549 Criteria <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) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports Electronic Docs: Not Applicable Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable	Web: The Send button is disabled until text is entered, and no form-field errors occur in the evaluated flows. Information requested during the conversation is clarified conversationally by the Superhuman. Error handling for invalid information entered during conversational lead capture (eg. an invalid email address is given) will result in the Superhuman asking the user to provide a different email. Electronic Docs: See Table 1 Notes. Software: See Table 1 Notes. Closed: See Table 1 Notes. Authoring Tool: See Table 1 Notes.

Criteria	Conformance Level	Remarks and Explanations
<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>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Electronic Docs: Not Applicable</p> <p>Software: Not Applicable</p> <p>Closed: Not Applicable</p> <p>Authoring Tool: Not Applicable</p>	<p>Web: Topic chips / suggestion prompts are introduced by the visible text “Ask me things like:”, which enable simple instructions given the UX is around a conversation and requires user input. The message field has placeholder text (“Ask anything” on desktop, “Type here” on small screens), which disappears once the user begins typing.</p> <p>Electronic Docs: See Table 1 Notes.</p> <p>Software: See Table 1 Notes.</p> <p>Closed: See Table 1 Notes.</p> <p>Authoring Tool: See Table 1 Notes.</p>
<p><u>3.3.7 Redundant Entry</u> (Level A 2.2 only)</p> <p>EN 301 549 Criteria – Does not apply</p> <p>Revised Section 508 – Does not apply</p>	<p>Web: Supports</p>	<p>Web: No multi-step processes requiring re-entry of previously provided information were observed. The conversational lead-capture / meeting-booking flows do not ask again for information already provided in the same session as that data is passed onward.</p>
<p><u>4.1.1 Parsing</u> (Level A)</p> <p>Applies to:</p> <p>WCAG 2.0 and 2.1 – Always answer ‘Supports’</p> <p>WCAG 2.2 (obsolete and removed) – Does not apply</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) 	<p>Supports</p>	<p>For WCAG 2.0, 2.1, EN 301 549, and Revised 508 Standards, the September 2023 errata update indicates this criterion is always supported given the success criterion should be considered as always satisfied for any content using HTML or XML, which this does utilize.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 		
4.1.2 Name, Role, Value (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) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Partially Supports Electronic Docs: Not Applicable Software: Not Applicable Authoring Tool: Not Applicable	Web: Most controls are native buttons with accessible names; toggle states are exposed through changing names on desktop (“Mute speaker” / “Unmute speaker”) and aria-pressed in the small-screen layout, and Superhuman messages use status roles. Electronic Docs: See Table 1 Notes. Software: See Table 1 Notes. Authoring Tool: See Table 1 Notes.

Table 2: Success Criteria, Level AA

Notes: See Table 1 Notes for the Electronic Docs, Software, Closed, and Authoring Tool responses.

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.1.2.4 (Web) 	Web: Supports Electronic Docs: Not Applicable Software: Not Applicable	Web: The Superhuman’s speech is displayed as synchronized, word-by-word text in the conversation transcript as it is spoken, providing real-time captions for the live audio. The

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 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) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Closed: Not Applicable Authoring Tool: Not Applicable	transcript remains available when the speaker is muted. Electronic Docs: See Table 1 Notes. Software: See Table 1 Notes. Closed: See Table 1 Notes. Authoring Tool: See Table 1 Notes.
<u>1.2.5 Audio Description (Prerecorded)</u> (Level AA) Also applies to: EN 301 549 Criteria <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) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports Electronic Docs: Not Applicable Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable	Web: Any prerecorded video content is presented by the Superhuman with advance insight into what it is about to share with the user. This is customer provided content that the Superhuman would reference from its Knowledge Hub / Brain. Electronic Docs: See Table 1 Notes. Software: See Table 1 Notes. Closed: See Table 1 Notes. Authoring Tool: See Table 1 Notes.
<u>1.3.4 Orientation</u> (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria <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) 	Web: Supports Electronic Docs: Not Applicable Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable	Web: Content is not restricted to a single display orientation. The design is responsive and the layout adapts to portrait (small-screen) and landscape widths at pre-determined optimal viewports. Electronic Docs: See Table 1 Notes. Software: See Table 1 Notes.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply		Closed: See Table 1 Notes. Authoring Tool: See Table 1 Notes.
<p><u>1.3.5 Identify Input Purpose</u> (Level AA 2.1 and 2.2)</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) 11.1.3.5.1 (Open Functionality Software) 11.1.3.5.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Partially Supports Electronic Docs: Not Applicable Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable	Web: The message field is a general-purpose input for conversation with autocomplete="off". During conversational lead capture, the Superhuman asks for information about the user (eg. role and company) through this same field the user inputs data, so the purpose of the requested information cannot be programmatically determined or autofilled, such as a standard form. Electronic Docs: See Table 1 Notes. Software: See Table 1 Notes. Closed: See Table 1 Notes. Authoring Tool: See Table 1 Notes.
<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) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 	Web: Supports Electronic Docs: Not Applicable Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable	Web: Text meets the 4.5:1 ratio and can be custom configured as required. Transcript text briefly renders at reduced contrast while it fades in. Contrast of text within slide images depends on customer provided content. Electronic Docs: See Table 1 Notes. Software: See Table 1 Notes. Closed: See Table 1 Notes. Authoring Tool: See Table 1 Notes.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) 		
<p>1.4.4 Resize text (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>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Electronic Docs: Not Applicable</p> <p>Software: Not Applicable</p> <p>Closed: Not Applicable</p> <p>Authoring Tool: Not Applicable</p>	<p>Web: Text can be resized using browser zoom without loss of content or functionality (verified up to the equivalent of 400% via a 320 CSS pixel viewport). Text in slide images scales with the image and can be enlarged with “Expand presentation”, which is similarly supported for video to make it expand to the full screen.</p> <p>Electronic Docs: See Table 1 Notes.</p> <p>Software: See Table 1 Notes.</p> <p>Closed: See Table 1 Notes.</p> <p>Authoring Tool: See Table 1 Notes.</p>
<p>1.4.5 Images of Text (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) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Web: Partially Supports</p> <p>Electronic Docs: Not Applicable</p> <p>Software: Not Applicable</p> <p>Authoring Tool: Not Applicable</p>	<p>Web: Interface text is rendered as text, and logos are exempt. Slides presented by the Superhuman are images that may contain text (customer-supplied presentation content).</p> <p>Electronic Docs: See Table 1 Notes.</p> <p>Software: See Table 1 Notes.</p> <p>Authoring Tool: See Table 1 Notes.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.4.10 Reflow</u> (Level AA 2.1 and 2.2)</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 (Open Functionality Software) ● 11.1.4.10 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	<p>Web: Supports</p> <p>Electronic Docs: Not Applicable</p> <p>Software: Not Applicable</p> <p>Closed: Not Applicable</p> <p>Authoring Tool: Not Applicable</p>	<p>Web: At a width of 320 CSS pixels, both the landing and conversation views reflow into a single column without horizontal scrolling.</p> <p>Electronic Docs: See Table 1 Notes.</p> <p>Software: See Table 1 Notes.</p> <p>Closed: See Table 1 Notes.</p> <p>Authoring Tool: See Table 1 Notes.</p>
<p><u>1.4.11 Non-text Contrast</u> (Level AA 2.1 and 2.2)</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>Revised Section 508 – Does not apply</p>	<p>Web: Supports</p> <p>Electronic Docs: Not Applicable</p> <p>Software: Not Applicable</p> <p>Closed: Not Applicable</p> <p>Authoring Tool: Not Applicable</p>	<p>Web: The UI components are customer configurable to support the color palette requirements needed. Call-control icons are high contrast, and suggestion buttons and inputs are identified by their text.</p> <p>Electronic Docs: See Table 1 Notes.</p> <p>Software: See Table 1 Notes.</p> <p>Closed: See Table 1 Notes.</p> <p>Authoring Tool: See Table 1 Notes.</p>
<p><u>1.4.12 Text Spacing</u> (Level AA 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.4.12 (Web) ● 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) 	<p>Web: Supports</p> <p>Electronic Docs: Not Applicable</p> <p>Software: Not Applicable</p> <p>Closed: Not Applicable</p> <p>Authoring Tool: Not Applicable</p>	<p>Web: With the WCAG text-spacing overrides applied, text in the landing panel, transcript, and controls reflowed without loss of content.</p> <p>Electronic Docs: See Table 1 Notes.</p> <p>Software: See Table 1 Notes.</p> <p>Closed: See Table 1 Notes.</p> <p>Authoring Tool: See Table 1 Notes.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
<p>1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2)</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) Revised Section 508 – Does not apply	Web: Supports Electronic Docs: Not Applicable Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable	Web: Tooltips appear on hover and focus of the call controls and close when focus or hover is removed. Dismissal and persistent mechanisms exist respective to the UX. Electronic Docs: See Table 1 Notes. Software: See Table 1 Notes. Closed: See Table 1 Notes. Authoring Tool: See Table 1 Notes.
<p>2.4.5 Multiple Ways (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>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 	Web: Supports Electronic Docs: Not Applicable Authoring Tool: Not Applicable	Web: The product is a single-page experience and is not part of a set of web pages. All functionality is available from the single view. Electronic Docs: See Table 1 Notes. Authoring Tool: See Table 1 Notes.

Criteria	Conformance Level	Remarks and Explanations
<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>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Electronic Docs: Not Applicable</p> <p>Software: Not Applicable</p> <p>Closed: Not Applicable</p> <p>Authoring Tool: Not Applicable</p>	<p>Web: The page heading, region labels (“Slide”, “Conversation”), and control labels describe their purpose. Topic chips / suggestion prompts are introduced by the visible text “Ask me things like”. The message field has placeholder text (“Ask anything” on desktop, “Type here” on small screens), which disappears once the user begins typing.</p> <p>Electronic Docs: See Table 1 Notes.</p> <p>Software: See Table 1 Notes.</p> <p>Closed: See Table 1 Notes.</p> <p>Authoring Tool: See Table 1 Notes.</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>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Partially Supports</p> <p>Electronic Docs: Not Applicable</p> <p>Software: Not Applicable</p> <p>Closed: Not Applicable</p> <p>Authoring Tool: Not Applicable</p>	<p>Web: Visible focus indicators are provided for topic chips / suggestion prompts, “Talk to Mindy”, “Get in touch”, the “Click to talk” area, the slide close and expand controls, and “Hide suggestions”, among others. Not all controls have visible focus indicators such as the language selector button, items in the language menu, etc.</p> <p>Electronic Docs: See Table 1 Notes.</p> <p>Software: See Table 1 Notes.</p> <p>Closed: See Table 1 Notes.</p> <p>Authoring Tool: See Table 1 Notes.</p>
<p><u>2.4.11 Focus Not Obscured (Minimum)</u> (Level AA 2.2 only)</p> <p>EN 301 549 Criteria – Does not apply</p> <p>Revised Section 508 – Does not apply</p>	<p>Web: Supports</p>	<p>Web: Focused components were not hidden by user-provided content in the evaluated views.</p>

Criteria	Conformance Level	Remarks and Explanations
<u>2.5.7 Dragging Movements</u> (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: No functionality requires dragging movements.
<u>2.5.8 Target Size (Minimum)</u> (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: Most targets are at least 24 by 24 CSS pixels (call controls 40 by 40; Send and “Hide suggestions” 24 by 24). The slide “Close presentation” and “Expand presentation” icons are 16 by 16 CSS pixels but meet the spacing exception.
<u>3.1.2 Language of Parts</u> (Level AA) Also applies to: EN 301 549 Criteria <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 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Partially Supports Electronic Docs: Not Applicable Software: Not Applicable Authoring Tool: Not Applicable	Web: Language names in the language menu are shown in their own languages and scripts (eg. العربية, 中文, 日本語) without lang attributes, so screen readers may mispronounce them. When the interface language is changed (eg. to Spanish), the “Click to talk” prompt remains in English without a lang attribute. Electronic Docs: See Table 1 Notes. Software: See Table 1 Notes. Authoring Tool: See Table 1 Notes.
<u>3.2.3 Consistent Navigation</u> (Level AA) Also applies to: EN 301 549 Criteria <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 	Web: Supports Electronic Docs: Not Applicable Authoring Tool: Not Applicable	Web: Controls appear in a consistent logical order and location within each view of the experience. Electronic Docs: See Table 1 Notes. Authoring Tool: See Table 1 Notes.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 11.3.2.3 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 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 		
<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>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 	<p>Web: Supports</p> <p>Electronic Docs: Not Applicable</p> <p>Authoring Tool: Not Applicable</p>	<p>Web: Components with the same function (eg. “Get in touch” and the call controls) are identified consistently.</p> <p>Electronic Docs: See Table 1 Notes.</p> <p>Authoring Tool: See Table 1 Notes.</p>
<p><u>3.3.3 Error Suggestion</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.3.3.3 (Web) 	<p>Web: Supports</p> <p>Electronic Docs: Not Applicable</p> <p>Software: Not Applicable</p>	<p>Web: The Superhuman clarifies or re-prompts when conversational input is unclear.</p> <p>Electronic Docs: See Table 1 Notes.</p> <p>Software: See Table 1 Notes.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 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) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Closed: Not Applicable Authoring Tool: Not Applicable	Closed: See Table 1 Notes. Authoring Tool: See Table 1 Notes.
<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>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Not Applicable Electronic Docs: Not Applicable Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable	Web: This product does not have any functionality in which a user could initiate legal commitments or financial transactions, or modify or delete user-controllable data. Ending a conversation requires respective to sensitive topics (eg. financial, code creation, health, SPII) is adjustable relative to customer requirements. Electronic Docs: See Table 1 Notes. Software: See Table 1 Notes. Closed: See Table 1 Notes. Authoring Tool: See Table 1 Notes.
<p><u>3.3.8 Accessible Authentication (Minimum)</u> (Level AA 2.2 only)</p> <p>EN 301 549 Criteria – Does not apply</p> <p>Revised Section 508 – Does not apply</p>	Web: Supports	Web: The buyer-facing experience does not require users to authenticate, but does support alternative programmatic authentication layers without required user input to authenticate nor requires a cognitive function test.

Criteria	Conformance Level	Remarks and Explanations
<u>4.1.3 Status Messages</u> (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.4.1.3 (Web) 10.4.1.3 (Non-web document) 11.4.1.3 (Open Functionality Software) 11.4.1.3 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Partially Supports Electronic Docs: Not Applicable Authoring Tool: Not Applicable	Web: Superhuman messages and the “Connecting...” status are exposed through role="status" live regions, so they can be announced without receiving focus. Not all areas are fully supported by screen readers. Electronic Docs: See Table 1 Notes. Authoring Tool: See Table 1 Notes.

Table 3: Success Criteria, Level AAA

Notes: Level AAA conformance is not required by Revised Section 508 or EN 301 549. “Not Evaluated” is used where testing was not performed for this release.

Criteria	Conformance Level	Remarks and Explanations
<u>1.2.6 Sign Language (Prerecorded)</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not Applicable	Web: Sign language is not a component within this product.
<u>1.2.7 Extended Audio Description (Prerecorded)</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: Prerecorded video content can include further descriptions the Superhuman can speak to to provide more details to the end user.
<u>1.2.8 Media Alternative (Prerecorded)</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: The conversation transcript provides a text alternative for the Superhuman’s audio and video streams.
<u>1.2.9 Audio-only (Live)</u> (Level AAA) EN 301 549 Criteria – Does not apply	Web: Supports	Web: The live transcript provides a text alternative for the Superhuman’s live audio stream.

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 – Does not apply		
1.3.6 Identify Purpose (Level AAA 2.1 and 2.2) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Partially Supports	Web: Regions and controls have programmatically determinable names and roles; icons and regions do not include additional personalization metadata.
1.4.6 Contrast (Enhanced) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: The UI components are customer configurable to support color palette requirements as needed.
1.4.7 Low or No Background Audio (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: Synthesized speech is delivered without background audio.
1.4.8 Visual Presentation (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Partially Supports	Web: Text can be resized and is not justified. Further configurations for color schemes are also customer configurable, but not user configurable by design to ensure branding guidelines are maintained.
1.4.9 Images of Text (No Exception) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Partially Supports	Web: Interface text is rendered as text; slides are presented as images of text (see 1.4.5 for more).
2.1.3 Keyboard (No Exception) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: All functionality tested is operable through a keyboard interface without timing requirements; speech input is optional.
2.2.3 No Timing (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: Timing is not an essential part of the experience. See 2.2.1 regarding further details of session timeouts.

Criteria	Conformance Level	Remarks and Explanations
2.2.4 Interruptions (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: The Superhuman speaks in response to user actions; the user can mute the speaker, interrupt by typing, or end the session at any time.
2.2.5 Re-authenticating (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: This product supports this feature via a remember user feature where a cookie is dropped to allow continuity of sessions, whether authenticated or not. If authdoes not utilize any authenticated sessions so no re-authenticating components are utilized. See 3.3.8 for more on authentication.
2.2.6 Timeouts (Level AAA 2.1 and 2.2) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: No user data loss is due to inactivity. See 2.2.1 regarding session timeouts.
2.3.2 Three Flashes (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: No flashing content was observed.
2.3.3 Animation from Interactions (Level AAA 2.1 and 2.2) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: The main animation in the UX is the movement of the Superhuman and sharing slides / media. The Superhuman can be hidden and when content is being shared, it can be brought into full screen to further minimize any subtle animations.
2.4.8 Location (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: While, the product is a single-page experience and is embedded into a single or many pages, it does pass back this data to the Superhuman so it knows how to further personalize the conversation (eg. if the user is on

Criteria	Conformance Level	Remarks and Explanations
		the Pricing page, they are likely focused on pricing questions).
2.4.9 Link Purpose (Link Only) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: Controls and links in the interface have descriptive text on their own. See 2.4.4 for further details.
2.4.10 Section Headings (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: Given the UX is a widget embedded on a site, it has 1 main landing view heading section. The rest of the UI are control mechanisms respective to supporting the interactive conversation. See 2.4.6 for more.
2.4.12 Focus Not Obscured (Enhanced) (Level AAA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: User generated content is restricted to the transcript chat interface and does not hide components.
2.4.13 Focus Appearance (Level AAA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Partially Supports	Web: Where focus indicators are provided they are 1–3 pixel outlines, but several controls have no focus indicator (see 2.4.7).
2.5.5 Target Size (Level AAA 2.1 and 2.2) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Partially Supports	Web: Not all comply with target size recommendation. Call controls (40 by 40 pixels) and full-width primary buttons are large, but topic chips / suggestion prompts (28–32 pixels high), the slide close and expand icons (16 by 16), Send (24 by 24), and the language selector (56 by 32) are smaller than 44 by 44 CSS pixels.
2.5.6 Concurrent Input Mechanisms (Level AAA 2.1 and 2.2) EN 301 549 Criteria – Does not apply	Web: Supports	Web: Users can switch between mouse, touch, keyboard, and speech input at any time.

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 – Does not apply		
3.1.3 Unusual Words (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: Users can ask the Superhuman to define or explain any word or phrase during the conversation.
3.1.4 Abbreviations (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: Responses can include abbreviations (eg. AE, CSM, GTM, ACV) and users can ask the Superhuman for the expanded form or meaning at any time.
3.1.5 Reading Level (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: A user can prompt the Superhuman to speak to them in a style relative to their needs (eg. I'm a CFO, provide more specific language around this topic vs. I am not following, explain this like I'm 5 please).
3.1.6 Pronunciation (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: Text output by the Superhuman is also spoken aloud, providing its pronunciation.
3.2.5 Change on Request (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: Changes of context (starting or ending a conversation, changing the interface language) occur only at the user's request.
3.3.5 Help (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: Context-sensitive help is available by asking the Superhuman; suggested prompts and a "Get in touch" option are also provided.
3.3.6 Error Prevention (All) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: Error prevention is supported via a user being able to reverse what they said (eg. oops sorry I gave you the wrong email), data is checked and validated (eg. error handling for an invalid

Criteria	Conformance Level	Remarks and Explanations
		email address is given will result in the Superhuman asking the user to provide a different email), and a confirmation step to review before passing data or ending the conversation / session.
3.3.9 Accessible Authentication (Enhanced) (Level AAA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: While the buyer-facing experience does not require users to authenticate, but does support alternative programmatic authentication layers without required user input to authenticate nor requires a cognitive function test.

Revised Section 508 Report

Notes: The 1mind Platform is a web application. Responses to Chapter 5 criteria 502 and 503 rely on the 501.1 exception for web applications that do not have access to platform accessibility services.

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

Notes: Responses below summarize the WCAG 2.x findings for each functional need.

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	Controls are keyboard operable and named, the Superhuman's responses are spoken aloud and exposed in live regions, and a text input is provided. Slide content is image-only with a generic text or spoken alternative by the Superhuman, similarly with video. See WCAG 1.1.1, 1.3.1, 2.4.3, and 4.1.2.
302.2 With Limited Vision	Partially Supports	Browser zoom and reflow are supported, and slides can be enlarged with "Expand presentation". Partially supported visible focus indicators on several controls and slide text presented as images make this partially supported. See WCAG 1.4.5, and 2.4.7.
302.3 Without Perception of Color	Supports	Color is not used as the only visual means of conveying information. See WCAG 1.4.1.

Criteria	Conformance Level	Remarks and Explanations
302.4 Without Hearing	Supports	All spoken output from the Superhuman is displayed as real-time text in the conversation transcript, and users can communicate by typing. See WCAG 1.2.4.
302.5 With Limited Hearing	Supports	A real-time transcript accompanies all speech. Volume is controlled through the user's device, and the Superhuman's audio can be muted from the call controls as desired.
302.6 Without Speech	Supports	Speech input is optional. The microphone is off by default, and all interactions are available by typing or selecting topic chips / suggestion prompts to drive the conversation.
302.7 With Limited Manipulation	Partially Supports	All functionality tested is keyboard operable, and voice input is available. Missing certain focus indicators and lost focus (eg. WCAG 2.4.3 and 2.4.7), and small 16 by 16 pixel slide controls.
302.8 With Limited Reach and Strength	Supports	No physical reach or strength is required beyond standard input devices; keyboard and voice operation are supported.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	Information is presented in both speech and text, suggested prompts

Criteria	Conformance Level	Remarks and Explanations
		are provided, and users can ask the Superhuman to rephrase or explain content. A user can prompt the Superhuman to speak to them in a style relative to their needs (eg. I'm a CFO, provide more specific language around this topic vs. I am not following, explain this like I'm 5 please), relative to limited language, cognitive, and learning abilities.

Chapter 4: [Hardware](#)

Notes: The 1mind Platform is web-based software and is not a hardware product; all Chapter 4 criteria are Not Applicable.

Criteria	Conformance Level	Remarks and Explanations
402 Closed Functionality	Heading cell – no response required	Heading cell – no response required
402.1 General	Heading cell – no response required	Heading cell – no response required
402.2 Speech-Output Enabled	Heading cell – no response required	Heading cell – no response required
402.2.1 Information Displayed On-Screen	Not Applicable	The 1mind Platform is web-based software and is not a hardware product.
402.2.2 Transactional Outputs	Not Applicable	The 1mind Platform is web-based software and is not a hardware product.

Criteria	Conformance Level	Remarks and Explanations
402.2.3 Speech Delivery Type and Coordination	Not Applicable	The 1mind Platform is web-based software and is not a hardware product.
402.2.4 User Control	Not Applicable	The 1mind Platform is web-based software and is not a hardware product.
402.2.5 Braille Instructions	Not Applicable	The 1mind Platform is web-based software and is not a hardware product.
402.3 Volume	Heading cell – no response required	Heading cell – no response required
402.3.1 Private Listening	Not Applicable	The 1mind Platform is web-based software and is not a hardware product.
402.3.2 Non-private Listening	Not Applicable	The 1mind Platform is web-based software and is not a hardware product.
402.4 Characters on Display Screens	Not Applicable	The 1mind Platform is web-based software and is not a hardware product.
402.5 Characters on Variable Message Signs	Not Applicable	The 1mind Platform is web-based software and is not a hardware product.
<u>403 Biometrics</u>	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
403.1 General	Not Applicable	The 1mind Platform is web-based software and is not a hardware product.
<u>404 Preservation of Information Provided for Accessibility</u>	Heading cell – no response required	Heading cell – no response required
404.1 General	Not Applicable	The 1mind Platform is web-based software and is not a hardware product.
<u>405 Privacy</u>	Heading cell – no response required	Heading cell – no response required
405.1 General	Not Applicable	The 1mind Platform is web-based software and is not a hardware product.
<u>406 Standard Connections</u>	Heading cell – no response required	Heading cell – no response required
406.1 General	Not Applicable	The 1mind Platform is web-based software and is not a hardware product.
<u>407 Operable Parts</u>	Heading cell – no response required	Heading cell – no response required
407.2 Contrast	Not Applicable	The 1mind Platform is web-based software and is not a hardware product.
<u>407.3 Input Controls</u>	Heading cell – no response required	Heading cell – no response required
407.3.1 Tactilely Discernible	Not Applicable	The 1mind Platform is web-based software and is not a hardware product.

Criteria	Conformance Level	Remarks and Explanations
407.3.2 Alphabetic Keys	Not Applicable	The 1mind Platform is web-based software and is not a hardware product.
407.3.3 Numeric Keys	Not Applicable	The 1mind Platform is web-based software and is not a hardware product.
407.4 Key Repeat	Not Applicable	The 1mind Platform is web-based software and is not a hardware product.
407.5 Timed Response	Not Applicable	The 1mind Platform is web-based software and is not a hardware product.
407.6 Operation	Not Applicable	The 1mind Platform is web-based software and is not a hardware product.
407.7 Tickets, Fare Cards, and Keycards	Not Applicable	The 1mind Platform is web-based software and is not a hardware product.
407.8 Reach Height and Depth	Heading cell – no response required	Heading cell – no response required
407.8.1 Vertical Reference Plane	Not Applicable	The 1mind Platform is web-based software and is not a hardware product.

Criteria	Conformance Level	Remarks and Explanations
407.8.1.1 Vertical Plane for Side Reach	Not Applicable	The 1mind Platform is web-based software and is not a hardware product.
407.8.1.2 Vertical Plane for Forward Reach	Not Applicable	The 1mind Platform is web-based software and is not a hardware product.
407.8.2 Side Reach	Not Applicable	The 1mind Platform is web-based software and is not a hardware product.
407.8.2.1 Unobstructed Side Reach	Not Applicable	The 1mind Platform is web-based software and is not a hardware product.
407.8.2.2 Obstructed Side Reach	Not Applicable	The 1mind Platform is web-based software and is not a hardware product.
407.8.3 Forward Reach	Not Applicable	The 1mind Platform is web-based software and is not a hardware product.
407.8.3.1 Unobstructed Forward Reach	Not Applicable	The 1mind Platform is web-based software and is not a hardware product.
407.8.3.2 Obstructed Forward Reach	Not Applicable	The 1mind Platform is web-based software and is not a hardware product.

Criteria	Conformance Level	Remarks and Explanations
407.8.3.2.1 Operable Part Height for ICT with Obstructed Forward Reach	Not Applicable	The 1mind Platform is web-based software and is not a hardware product.
407.8.3.2.2 Knee and Toe Space under ICT with Obstructed Forward Reach	Not Applicable	The 1mind Platform is web-based software and is not a hardware product.
<u>408 Display Screens</u>	Heading cell – no response required	Heading cell – no response required
408.2 Visibility	Not Applicable	The 1mind Platform is web-based software and is not a hardware product.
408.3 Flashing	Not Applicable	The 1mind Platform is web-based software and is not a hardware product.
<u>409 Status Indicators</u>	Heading cell – no response required	Heading cell – no response required
409.1 General	Not Applicable	The 1mind Platform is web-based software and is not a hardware product.
<u>410 Color Coding</u>	Heading cell – no response required	Heading cell – no response required
410.1 General	Not Applicable	The 1mind Platform is web-based software and is not a hardware product.
<u>411 Audible Signals</u>	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
411.1 General	Not Applicable	The 1mind Platform is web-based software and is not a hardware product.
<u>412 ICT with Two-Way Voice Communication</u>	Heading cell – no response required	Heading cell – no response required
412.2 Volume Gain	Heading cell – no response required	Heading cell – no response required
412.2.1 Volume Gain for Wireline Telephones	Not Applicable	The 1mind Platform is web-based software and is not a hardware product.
412.2.2 Volume Gain for Non-Wireline ICT	Not Applicable	The 1mind Platform is web-based software and is not a hardware product.
412.3 Interference Reduction and Magnetic Coupling	Heading cell – no response required	Heading cell – no response required
412.3.1 Wireless Handsets	Not Applicable	The 1mind Platform is web-based software and is not a hardware product.
412.3.2 Wireline Handsets	Not Applicable	The 1mind Platform is web-based software and is not a hardware product.
412.4 Digital Encoding of Speech	Not Applicable	The 1mind Platform is web-based software and is not a hardware product.
412.5 Real-Time Text Functionality	Reserved for future	Reserved for future

Criteria	Conformance Level	Remarks and Explanations
412.6 Caller ID	Not Applicable	The 1mind Platform is web-based software and is not a hardware product.
412.7 Video Communication	Not Applicable	The 1mind Platform is web-based software and is not a hardware product.
412.8 Legacy TTY Support	Heading cell – no response required	Heading cell – no response required
412.8.1 TTY Connectability	Not Applicable	The 1mind Platform is web-based software and is not a hardware product.
412.8.2 Voice and Hearing Carry Over	Not Applicable	The 1mind Platform is web-based software and is not a hardware product.
412.8.3 Signal Compatibility	Not Applicable	The 1mind Platform is web-based software and is not a hardware product.
412.8.4 Voice Mail and Other Messaging Systems	Not Applicable	The 1mind Platform is web-based software and is not a hardware product.
<u>413 Closed Caption Processing Technologies</u>	Heading cell – no response required	Heading cell – no response required
413.1.1 Decoding and Display of Closed Captions	Not Applicable	The 1mind Platform is web-based software and is not a hardware product.

Criteria	Conformance Level	Remarks and Explanations
413.1.2 Pass-Through of Closed Caption Data	Not Applicable	The 1mind Platform is web-based software and is not a hardware product.
<u>414 Audio Description Processing Technologies</u>	Heading cell – no response required	Heading cell – no response required
414.1.1 Digital Television Tuners	Not Applicable	The 1mind Platform is web-based software and is not a hardware product.
414.1.2 Other ICT	Not Applicable	The 1mind Platform is web-based software and is not a hardware product.
<u>415 User Controls for Captions and Audio Descriptions</u>	Heading cell – no response required	Heading cell – no response required
415.1.1 Caption Controls	Not Applicable	The 1mind Platform is web-based software and is not a hardware product.
415.1.2 Audio Description Controls	Not Applicable	The 1mind Platform is web-based software and is not a hardware product.

Chapter 5: [Software](#)

Notes: The product is a web application delivered in a browser. Criteria 502 and 503 are answered under the 501.1 exception for web applications (see Revised Section 508 Report Notes). The buyer-facing web experience is not an authoring tool.

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.x section	See information in WCAG 2.x section
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Partially Supports	The product is a web application and does not provide platform accessibility features; these are provided by the user's browser and operating system (501.1 exception). A user can furthermore determine to speak or type to control their interaction, use a screen reader or keyboard, etc.
502.2.2 No Disruption of Accessibility Features	Supports	The product does not disrupt platform or browser accessibility features such as browser zoom, reduced-motion settings, or assistive technologies.
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Not Applicable	Web application (501.1 exception). Object information is exposed to assistive technology through HTML and WAI-ARIA rendered by the browser; see WCAG 1.3.1 and 4.1.2.
502.3.2 Modification of Object Information	Not Applicable	Web application (501.1 exception); see 502.3.1.
502.3.3 Row, Column, and Headers	Not Applicable	Web application (501.1 exception); see 502.3.1.

Criteria	Conformance Level	Remarks and Explanations
502.3.4 Values	Not Applicable	Web application (501.1 exception); see 502.3.1.
502.3.5 Modification of Values	Not Applicable	Web application (501.1 exception); see 502.3.1.
502.3.6 Label Relationships	Not Applicable	Web application (501.1 exception); see 502.3.1.
502.3.7 Hierarchical Relationships	Not Applicable	Web application (501.1 exception); see 502.3.1.
502.3.8 Text	Not Applicable	Web application (501.1 exception); see 502.3.1.
502.3.9 Modification of Text	Not Applicable	Web application (501.1 exception); see 502.3.1.
502.3.10 List of Actions	Not Applicable	Web application (501.1 exception); see 502.3.1.
502.3.11 Actions on Objects	Not Applicable	Web application (501.1 exception); see 502.3.1.
502.3.12 Focus Cursor	Not Applicable	Web application (501.1 exception); see 502.3.1.
502.3.13 Modification of Focus Cursor	Not Applicable	Web application (501.1 exception); see 502.3.1.

Criteria	Conformance Level	Remarks and Explanations
502.3.14 Event Notification	Not Applicable	Web application (501.1 exception); see 502.3.1.
502.4 Platform Accessibility Features	Not Applicable	The product is not platform software.
<u>503 Applications</u>	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Not Applicable	Web application (501.1 exception). The experience follows browser text-size and zoom settings and includes support for the reduced-motion preference.
503.3 Alternative User Interfaces	Not Applicable	The product does not provide an alternative user interface that functions as assistive technology.
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Supports	Real-time captions (the conversation transcript) are displayed by default next to the Superhuman video, so no separate selection is needed.
503.4.2 Audio Description Controls	Supports	User controls exist for video playable content to turn captions on / off.
<u>504 Authoring Tools</u>	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)	Not Applicable	The evaluated buyer-facing experience is not an authoring tool. The 1mind Console (customer content authoring) is out of scope for this report.

Criteria	Conformance Level	Remarks and Explanations
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	See 504.2.
504.2.2 PDF Export	Not Applicable	See 504.2.
504.3 Prompts	Not Applicable	See 504.2.
504.4 Templates	Not Applicable	See 504.2.

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	Partially Supports	This product utilizes tool tips to provide insight to user interface element. Accessibility information is also published in the 1mind 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	Not Applicable	No non-electronic support documentation is provided as all interactions are web based.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	Accessibility information is published on the company website in the 1mind

Criteria	Conformance Level	Remarks and Explanations
		Accessibility Statement . Accessibility and compatibility features are noted as such.
603.3 Accommodation of Communication Needs	Supports	Specific referral points are established on the Accessibility Statement via email, phone, and a mailing address.

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Notes: Clause 9 (Web) and the WCAG-based provisions of Clauses 10, 11, and 12 are documented in the WCAG 2.x section of this report.

Clause [4: Functional Performance Statements \(FPS\)](#)

Notes: See the corresponding Revised Section 508 Chapter 3 responses for details.

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Partially Supports	Controls are keyboard operable and named, the Superhuman's responses are spoken aloud and exposed in live regions, and a text input is provided. See 302.1. Slide content is image-only with a generic text alternative, some states and message senders are not exposed programmatically, and focus is lost after closing menus or ending a conversation.
4.2.2 Usage with limited vision	Partially Supports	Browser zoom and reflow are supported, and slides can be enlarged with "Expand presentation". See 302.2 for more details.
4.2.3 Usage without perception of colour	Supports	See 302.3.
4.2.4 Usage without hearing	Supports	See 302.4. Spoken output is shown as a real-time transcript and users can type.
4.2.5 Usage with limited hearing	Supports	See 302.5.

4.2.6 Usage with no or limited vocal capability	Supports	See 302.6. Speech input is optional and all interactions are available by typing or selecting suggestions.
4.2.7 Usage with limited manipulation or strength	Partially Supports	See 302.7.
4.2.8 Usage with limited reach	Supports	See 302.8.
4.2.9 Minimize photosensitive seizure triggers	Supports	No flashing content was observed. See WCAG 2.3.1.
4.2.10 Usage with limited cognition, language or learning	Supports	See 302.9.
4.2.11 Privacy	Supports	Accessibility features do not compromise privacy. The microphone is off by default, spoken output can be heard privately with headphones connected to the user's device, and the transcript is shown only on the user's screen. Security and data privacy controls are in place respectively to SOC 2 Type 2, ISO 27001 and 42001 certifications, GDPR and CCPA/CPRA conformance as show in our Trust Center: https://trust.1mind.com

Clause 5: [Generic Requirements](#)

Notes: The evaluated product is web content that is open to assistive technologies, so the closed-functionality requirements of clause 5.1 do not apply except where noted.

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	The product is not closed to assistive technologies; users can operate it with screen readers and other assistive technology through the browser. Clause 5.1 closed-functionality requirements therefore do not apply.
5.1.3.2 Auditory output delivery including speech	Not Applicable	See 5.1.3.1.
5.1.3.3 Auditory output correlation	Not Applicable	See 5.1.3.1.
5.1.3.4 Speech output user control	Not Applicable	See 5.1.3.1. (The Superhuman's speech can be muted and the session ended at any time.)
5.1.3.5 Speech output automatic interruption	Not Applicable	See 5.1.3.1.

Criteria	Conformance Level	Remarks and Explanations
5.1.3.6 Speech output for non-text content	Not Applicable	See 5.1.3.1. When the Superhuman shares a link, it states the page name rather than reading the full URL.
5.1.3.7 Speech output for video information	Not Applicable	See 5.1.3.1. Customer-provided video content may be spoken by the Superhuman about the content, an intro, etc. discussed as requested by the user.
5.1.3.8 Masked entry	Not Applicable	This product does not utilize any masked entry.
5.1.3.9 Private access to personal data	Not Applicable	See 5.1.3.1.
5.1.3.10 Non-interfering audio output	Not Applicable	See 5.1.3.1.
5.1.3.11 Private listening volume	Not Applicable	See 5.1.3.1. Volume is controlled through the user's device.
5.1.3.12 Speaker volume	Not Applicable	See 5.1.3.1. Volume is controlled through the user's device and the Superhuman's audio can be muted.
5.1.3.13 Volume reset	Not Applicable	See 5.1.3.1.
5.1.3.14 Spoken languages	Not Applicable	See 5.1.3.1. The Superhuman speaks in the interface language selected by the user.
5.1.3.15 Non-visual error identification	Not Applicable	See 5.1.3.1.

Criteria	Conformance Level	Remarks and Explanations
5.1.3.16 Receipts, tickets, and transactional outputs	Not Applicable	This product does not provide receipts, tickets, or other transactional outputs.
5.1.4 Functionality closed to text enlargement	Not Applicable	The product is not closed to text enlargement as text can be enlarged with browser zoom (see WCAG 1.4.4).
5.1.5 Visual output for auditory information	Supports	Auditory output from the Superhuman is provided visually as real-time transcript text.
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	The product is not closed to keyboards; see WCAG 2.1.1, 2.4.3, and 2.4.7.
5.1.7 Access without speech	Supports	Speech input is optional. Users can type messages or select topic chips / suggestion prompts.
5.2 Activation of accessibility features	Supports	Accessibility-related features (transcript, text input, speaker mute, language selection) are available by default or activated directly from the interface.

Criteria	Conformance Level	Remarks and Explanations
5.3 Biometrics	Not Applicable	This product does not utilize any biometric data.
5.4 Preservation of accessibility information during conversion	Partially Supports	Slides presented in the experience are displayed as images with a generic text alternative that can be provided in the transcript by the Superhuman.
5.5 Operable parts	Heading cell – no response required	Heading cell – no response required
5.5.1 Means of operation	Not Applicable	This product has no physical operable parts and does not require grasping, pinching, or twisting of the wrist to operate.
5.5.2 Operable parts discernibility	Not Applicable	See 5.5.1.
5.6 Locking or toggle controls	Heading cell – no response required	Heading cell – no response required
5.6.1 Tactile or auditory status	Supports	The status of the microphone and speaker toggle controls is exposed programmatically (through the accessible name or aria-pressed), so assistive technology can announce it without operating the control.
5.6.2 Visual status	Supports	Microphone and speaker states are shown visually with distinct icons (eg. a slashed microphone).
5.7 Key repeat	Not Applicable	The product has no hardware keyboard or key-repeat function and

Criteria	Conformance Level	Remarks and Explanations
		key repeat is controlled by the user's platform.
5.8 Double-strike key acceptance	Not Applicable	The product has no hardware keyboard and keyboard settings are controlled by the user's platform.
5.9 Simultaneous user actions	Not Applicable	No functionality requires simultaneous user actions.

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

Notes: The Superhuman provides real-time, conversational interface for an interaction between a user and an AI agent (not person-to-person telephony). Responses below describe the voice, text, and video capabilities of that interaction on web, consistent with the prior report.

Criteria	Conformance Level	Remarks and Explanations
6.1 Audio bandwidth for speech	Supports	Speech is delivered as wideband audio. Audio pipelines we use supports a frequency limit >7,000 Hz and up to 20,000 Hz.
6.2 Real-time text (RTT) functionality	Heading cell – no response required	Heading cell – no response required
6.2.1.1 RTT communication	Supports	Users can communicate by text at any time during a voice session using the message field. Text is sent as complete messages rather than character-by-character real-time text

		(RTT). The Superhuman's text is displayed in real time as it speaks.
6.2.1.2 Concurrent voice and text	Supports	Voice and text can be used concurrently in the same session respective to the modality the users take. They can type while the Superhuman is speaking, and its speech is transcribed simultaneously.
6.2.2.1 Visually distinguishable display	Supports	Sent (user) and received (Superhuman) text are visually distinguished by bubble styling and alignment, similar to standard SMS UI design principles.
6.2.2.2 Programmatically determinable send and receive direction	Partially Supports	Superhuman messages are exposed as status messages, but user and Superhuman messages are not programmatically labeled with their sender. See WCAG 1.3.1.
6.2.2.3 Speaker identification	Supports	The Superhuman is identified by name (eg. "Mindy") at the top of the conversation panel. See also 6.2.2.2.
6.2.2.4 Visual indicator of Audio with RTT	Supports	An animated audio indicator and the avatar's lip movement show when the Superhuman is speaking.

6.2.3 Interoperability	Not Applicable	This product is developed for web and mobile web experiences, not for telephony integration or VoIP.
6.2.4 RTT responsiveness	Not Applicable	The product does not provide character-by-character RTT input; text is sent as complete messages (see 6.2.1.1).
6.3 Caller ID	Not Applicable	The user already knows which Superhuman they are speaking with, and no telephony or VoIP connection is involved for which caller ID would be relevant.
6.4 Alternatives to voice-based services	Supports	All information and tasks provided through voice can be accessed through text input and the real-time transcript, without the use of hearing or speech.
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	Supports	The Superhuman avatar video is streamed at a resolution of at least 1280x720p.
6.5.3 Frame rate	Supports	The avatar video is streamed at 24+ frames per second (FPS) or more.
6.5.4 Synchronization between audio and video	Supports	Avatar lip movement is synchronized with speech audio.

6.5.5 Visual indicator of audio with video	Supports	An animated audio indicator is shown when the Superhuman is speaking.
6.5.6 Speaker identification with video (sign language) communication	Not Applicable	Sign language is not a component within this product.
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	Supports	The Superhuman's speech is captioned in real time in the conversation transcript. Customer uploaded video also has support for a user to enable closed captions.
7.1.2 Captioning synchronization	Supports	Transcript text is displayed word by word in synchronization with speech.
7.1.3 Preservation of captioning	Supports	Captions are shown in the form of persistent transcripts for what the Superhuman is speaking. Video captions are only shown during the

		video playback and are applied in a consistent manner.
7.1.4 Captions characteristics	Supports	Transcript captions are rendered as HTML text, so users can adapt their size and presentation using browser zoom and user style settings. Video can be enlarged to full screen to further enhance the size of those captions.
7.1.5 Spoken subtitles	Supports	Caption text is the Superhuman's own spoken output, delivered in the language selected by the user, and is programmatically determinable.
7.2.1 Audio description playback	Partially Supports	Content is described through the Superhuman's narration and can be invoked upon demand by the user as the mechanism, similar to requesting insight into the video content, asking to pull up the video, or self-controlling the video play using shown controls. This text data is shown in the transcription or via the caption on video if enabled.
7.2.2 Audio description synchronization	Partially Supports	See 7.2.1.
7.2.3 Preservation of audio description	Partially Supports	See 7.2.1.

7.3 User controls for captions and audio description	Partially Supports	Captions of the audio conversation are automatically shown in the chat interface, which displays the entire transcript of the conversation. Video controls for the captions are also available to the user.
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Clause [8: Hardware](#)

Notes: The 1mind Platform is web-based software and is not a hardware product; Clause 8 requirements are Not Applicable.

Criteria	Conformance Level	Remarks and Explanations
8.1.1 Generic requirements	Heading cell – no response required	Heading cell – no response required
8.1.2 Standard connections	Not Applicable	The 1mind Platform is web-based software and is not a hardware product.
8.1.3 Colour	Not Applicable	The 1mind Platform is web-based software and is not a hardware product.
8.2 Hardware products with speech output	Heading cell – no response required	Heading cell – no response required
8.2.1.1 Speech volume range	Not Applicable	The 1mind Platform is web-based software and is not a hardware product.

Criteria	Conformance Level	Remarks and Explanations
8.2.1.2 Incremental volume control	Not Applicable	The 1mind Platform is web-based software and is not a hardware product.
8.2.2.1 Fixed-line devices	Not Applicable	The 1mind Platform is web-based software and is not a hardware product.
8.2.2.2 Wireless communication devices	Not Applicable	The 1mind Platform is web-based software and is not a hardware product.
8.3 Stationary ICT	Heading cell – no response required	Heading cell – no response required
8.3.2.1 Unobstructed high forward reach	Not Applicable	The 1mind Platform is web-based software and is not a hardware product.
8.3.2.2 Unobstructed low forward reach	Not Applicable	The 1mind Platform is web-based software and is not a hardware product.
8.3.2.3.1 Clear space	Not Applicable	The 1mind Platform is web-based software and is not a hardware product.
8.3.2.3.2 Obstructed (< 510 mm) forward reach	Not Applicable	The 1mind Platform is web-based software and is not a hardware product.

Criteria	Conformance Level	Remarks and Explanations
8.3.2.3.3 Obstructed (< 635 mm) forward reach	Not Applicable	The 1mind Platform is web-based software and is not a hardware product.
8.3.2.4 Knee and toe clearance width	Not Applicable	The 1mind Platform is web-based software and is not a hardware product.
8.3.2.5 Toe clearance	Not Applicable	The 1mind Platform is web-based software and is not a hardware product.
8.3.2.6 Knee clearance	Not Applicable	The 1mind Platform is web-based software and is not a hardware product.
8.3.3.1 Unobstructed high side reach	Not Applicable	The 1mind Platform is web-based software and is not a hardware product.
8.3.3.2 Unobstructed low side reach	Not Applicable	The 1mind Platform is web-based software and is not a hardware product.
8.3.3.3.1 Obstructed ($\leq$ 255 mm) side reach	Not Applicable	The 1mind Platform is web-based software and is not a hardware product.
8.3.3.3.2 Obstructed ($\leq$ 610 mm) side reach	Not Applicable	The 1mind Platform is web-based software and is not a hardware product.

Criteria	Conformance Level	Remarks and Explanations
8.3.4.1 Change in level	Not Applicable	The 1mind Platform is web-based software and is not a hardware product.
8.3.4.2 Clear floor or ground space	Not Applicable	The 1mind Platform is web-based software and is not a hardware product.
8.3.4.3.2 Forward approach	Not Applicable	The 1mind Platform is web-based software and is not a hardware product.
8.3.4.3.3 Parallel approach	Not Applicable	The 1mind Platform is web-based software and is not a hardware product.
8.3.5 Visibility	Not Applicable	The 1mind Platform is web-based software and is not a hardware product.
8.3.6 Installation instructions	Not Applicable	The 1mind Platform is web-based software and is not a hardware product. No installation is required as the experience loads in a web browser.
8.4 Mechanically Operable parts	Heading cell – no response required	Heading cell – no response required
8.4.1 Numeric keys	Not Applicable	The 1mind Platform is web-based software and is not a hardware product.

Criteria	Conformance Level	Remarks and Explanations
8.4.2.1 Means of operation of mechanical parts	Not Applicable	The 1mind Platform is web-based software and is not a hardware product.
8.4.2.2 Force of operation of mechanical parts	Not Applicable	The 1mind Platform is web-based software and is not a hardware product.
8.4.3 Keys, tickets and fare cards	Not Applicable	The 1mind Platform is web-based software and is not a hardware product.
8.5 Tactile indication of speech mode	Not Applicable	The 1mind Platform is web-based software and is not a hardware product.

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

Notes: See the WCAG 2.x section of this report.

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

Notes: No non-web documents are delivered as part of the evaluated experience. Slides or video are presented as multi-media by the Superhuman and explained with context, as well as the AI has the ability to read and understand the media it is sharing to discuss it further with the end user.

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 WCAG 2.x section	See information in WCAG 2.x section
10.5 Caption positioning	Not Applicable	No non-web documents containing captions are provided.
10.6 Audio description timing	Not Applicable	No non-web documents containing audio description are provided.

Clause [11: Software](#)

Notes: The product is web content rendered by a browser and is covered by Clause 9 (see the WCAG 2.x section). It does not interact directly with platform accessibility services, so the software-specific requirements below are Not Applicable unless noted.

Criteria	Conformance Level	Remarks and Explanations
11.0 General (informative)	Heading cell – no response required	Heading cell – no response required
11.1.1.1 through 11.4.1.3	See WCAG 2.x section	See information in WCAG 2.x section
11.5 Interoperability with assistive technology	Heading cell – no response required	Heading cell – no response required
11.5.1 Closed functionality	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
11.5.2 Accessibility services	Heading cell – no response required	Heading cell – no response required
11.5.2.1 Platform accessibility service support for software that provides a user interface	See 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.2 Platform accessibility service support for assistive technologies	See 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.3 Use of accessibility services	See information in 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.4 Assistive technology	Not Applicable	The product is not assistive technology.
11.5.2.5 Object information	Not Applicable	Web content (see Clause 9). Object information is exposed to assistive technology through HTML and WAI-ARIA rendered by the browser; see WCAG 1.3.1, 4.1.2, and 4.1.3.
11.5.2.6 Row, column, and headers	Not Applicable	Web content; see 11.5.2.5.
11.5.2.7 Values	Not Applicable	Web content; see 11.5.2.5.
11.5.2.8 Label relationships	Not Applicable	Web content; see 11.5.2.5.
11.5.2.9 Parent-child relationships	Not Applicable	Web content; see 11.5.2.5.
11.5.2.10 Text	Not Applicable	Web content; see 11.5.2.5.
11.5.2.11 List of available actions	Not Applicable	Web content; see 11.5.2.5.
11.5.2.12 Execution of available actions	Not Applicable	Web content; see 11.5.2.5.

Criteria	Conformance Level	Remarks and Explanations
11.5.2.13 Tracking of focus and selection attributes	Not Applicable	Web content; see 11.5.2.5.
11.5.2.14 Modification of focus and selection attributes	Not Applicable	Web content; see 11.5.2.5.
11.5.2.15 Change notification	Not Applicable	Web content; see 11.5.2.5.
11.5.2.16 Modifications of states and properties	Not Applicable	Web content; see 11.5.2.5.
11.5.2.17 Modifications of values and text	Not Applicable	Web content; see 11.5.2.5.
11.6 Documented accessibility usage	Heading cell – no response required	Heading cell – no response required
11.6.1 User control of accessibility features	Not Applicable	This requirement applies to platform software; the product is not platform software.
11.6.2 No disruption of accessibility features	Supports	The product does not disrupt platform or browser accessibility features such as browser zoom, reduced-motion settings, or assistive technologies.
11.7 User preferences	Not Applicable	Web content (see Clause 9). The experience follows browser text-size and zoom settings and includes support for the reduced-motion preference.
11.8 Authoring tools	Heading cell – no response required	Heading cell – no response required
11.8.1 Content technology	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
11.8.2 Accessible content creation	Not Applicable	The evaluated buyer-facing experience is not an authoring tool. The 1mind Console (customer content authoring for creation of the Superhuman and it's respective goals / training) is out of scope for this report.
11.8.3 Preservation of accessibility information in transformations	Not Applicable	See 11.8.2.
11.8.4 Repair assistance	Not Applicable	See 11.8.2.
11.8.5 Templates	Not Applicable	See 11.8.2.

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

Notes:

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	This product utilizes tool tips to provide insight to user interface elements as well as the Superhuman providing direct insight into the control mechanisms of the UI / UX. Accessibility information is also published in the 1mind Accessibility Statement . Questions can be sent to info@1mind.com , mailed, or phone

Criteria	Conformance Level	Remarks and Explanations
		call is an additional contact option.
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	Accessibility information is also published in the 1mind Accessibility Statement . See 12.1.1 for more.
12.2.3 Effective communication	Supports	See 12.1.1. Specific referral points are established on the Accessibility Statement via email, phone, and a mailing address.
12.2.4 Accessible documentation	See WCAG 2.x 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	Not Applicable	This product does not provide relay services.

Criteria	Conformance Level	Remarks and Explanations
13.1.3 Sign relay services	Not Applicable	This product does not provide relay services.
13.1.4 Lip-reading relay services	Not Applicable	This product does not provide relay services.
13.1.5 Captioned telephony services	Not Applicable	This product does not provide relay services.
13.1.6 Speech to speech relay services	Not Applicable	This product does not provide relay services.
13.2 Access to relay services	Not Applicable	This product does not provide or connect to relay services.
13.3 Access to emergency services	Not Applicable	This product is not intended for, and does not provide access to, emergency services.

Product Accessibility Improvements and Fixes

Here at 1mind, we know we are not perfect and can always find ways to continually improve. Therefore, we are consistently reviewing and updating the 1mind Platform. We've listed a high level overview of logged updates to fixes, known problems, and other general accessibility improvements.

Month	Accessibility Updates and Issues Fixed
October 2026	Accessibility Statement and VPAT updated. Report reissued on the VPAT® 2.5Rev International Edition, adding WCAG 2.2 and Revised Section 508.
October 2026	The all-new embed and widget experience launched in beta with dynamic layouts. Visitors can switch between side bar, floating PiP, expanded and full screen to enlarge visuals or video fully to their screen's max width.
February 2026	A prototype of the new console navigation and information architecture was shared. It adds breadcrumbs, grouped sections with progressive disclosure, and Workspace/Superhuman/Environment toggles in the top bar
January 2026	Improved widget launch with several styles to choose from with different preset modalities the user can select.
August 2025	Custom landing interfaces can now be created and edited without engineering help.
May 2025	The new branded UI/UX launched. More polished, modern, SaaS-ready experience implemented across the platform.
December 2024	Improvements enabled across the desktop/mobile versions to enhance usability.
July 2024	Accessibility Statement and VPAT published, and improved UI and spacing relative to presentation mode to make text and visual graphics larger and more readable

Month	Accessibility Updates and Issues Fixed
May 2024	Font sizes are scalable and not fixed, based upon browser's flagged language preference, set to dynamically update
March 2024	On hover tooltip components included, headings, and responsive issues fixed, as well as improved mobile styling and element structures
February 2024	Fixed issues with page orientation and user adjustable UI elements
January 2024	Released main navigation with consistent design implementation, navigable components, and overall improved semantics and states

Legal Disclaimer (1mind AI, Inc.)

Please find our [Accessibility Statement](#), [Terms of Use](#), and [Privacy Policy](#). For further questions, please contact us info@1mind.com

The 1mind AI, Inc.'s Accessibility Conformance Report (Report) represents our specific release as dated in this document of our current product as described. Withal the above information showcased in the Report, if any usage of the product is already subjected to any agreement such as a license agreement, the terms remain in full force and effect, including any disclaimer of warranties and provisions and limitation of liability.

