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Barclays Digital Accessibility Standards

V3.0

29th September 2023

Table of Contents

Background

This document has been produced to ensure that new systems and enhancements to systems developed within the Barclays Group are made accessible to all customers and colleagues and support Barclays' responsibilities under the UK Equality Act 2010 and corresponding disability discrimination laws, based on international guidelines globally.

Purpose

This document is to be used within the lifecycle of a project or any enhancement of any digital platform journey or content. The requirements cover all types of content and technology and indicate where they are relevant.

There is a legal demand to retain evidence of the activity to meet accessibility requirements. Therefore, completed assessments must be stored to document compliance for each project/enhancement as evidence of the approach taken. If at any time you are unable to fully meet one or more of the standards, you must provide evidence as to what approach was taken and the reasoning behind the decision not to comply. Evidence should also include any staff training systems or user research undertaken to mitigate the impact of non-compliance.

Policy

Digital services and workplace tools must be designed and developed to be easy to see, hear, understand and use for all customers and colleagues, including people with disabilities. There is a legal requirement, commercial opportunity and moral imperative for ensuring that the one billion people with disabilities around the world are not left out or left behind from using our digital services.

Suppliers providing digital services (including software, websites, mobile apps, kiosks and digital communications) must ensure that their technologies comply with the most recent version of the Web Content Accessibility Guidelines (WCAG) AA level (i.e. WCGAG2.2 AA level as at October 2023).

By ensuring that digital products, services and communications comply with WCAG requirements, Barclays will ensure that we can:

- Meet legal obligations (e.g. UK Equality Act) and similar disability discrimination laws in other countries.
- Meet regulatory requirements (e.g. FCA Consumer Duty and the fair treatment of vulnerable customers).
- Provide a great customer experience to a greater potential user base.
- Promote inclusive hiring and foster a diverse, engaged and productive workforce.

- Enhance our brand and reputation.
- Build a bank that all people can do business with or be employed at (-consistent with our values around Diversity, Equity and Inclusion).

Scope

The Barclays digital accessibility standard applies to:

- All new digital products, services and content, including enhancements to systems. It is the Barclays policy that existing digital products, services and communications over time adopt adjustments to comply with all of the standards (-depending on system criticality and strategic roadmap).
- Externally facing customer systems and services as well as internal colleague systems and workplace tools.
- All regions globally.
- Digital services and content we build (e.g. internal project teams) as well as those that we buy (e.g. technologies procured from external suppliers).

These standards will be kept under review to ensure they remain fit for purpose in the light of legal, regulatory and technological developments.

A note on anticipatory duty

Whilst the reasonableness of adjustments is determined by the Courts, the EHRC Code of Practice in the UK recommends that all reasonable steps are taken to ensure that systems are accessible to people with disabilities. In the case of service providers, the needs of disabled people at large must be anticipated, and good practice measures introduced to meet those needs. Accessibility of websites is highlighted specifically in the Code. When designing systems and enhancements, Barclays will also have to regard its obligations towards vulnerable customers. As highlighted in the FCA Vulnerable Customer Guidance physical, sensory and cognitive disabilities are amongst the circumstances which may result in a customer being especially susceptible to detriment.

WCAG v2.2 and transition period

These standards are based on the requirements from the W3C Web Content Accessibility Guidelines (WCAG) 2.2 Level AA. They follow a similar structure, to assist with referencing with external resources, and also include additional requirements needed to ensure Barclays is meeting its legal and regulatory duties. Requirements added to this standard with regards to the move from WCAG 2.1 to 2.2 are labelled and will not be enforced for at least 12 months after WCAG 2.2 became the recommended standard of the W3C (5th October 2023). Including these new requirements help both internal project teams and external suppliers know what's coming so that they can plan for and incorporate.

Using this document

The Barclays Digital Accessibility Standard follows the structure of the WCAG 2.2 guidelines. There are 4 digital accessibility principles – Perceivable, Operable, Understandable and Robust. WCAG contains 13 guidelines which are mapped to 13 Needs in the Barclays Digital Accessibility Standard. The numbering and names of the Barclays Needs are identical to WCAG 2.2.

The Requirements within the Barclays Digital Accessibility Standard set out how each Need is expected to be met. There is overlap with the WCAG success criteria for the same Guideline/Need but are specific to the expected behaviour and implementation within Barclays platforms.

Web Content Accessibility Guidelines (WCAG)	Barclays Digital Accessibility Standard
1 - Principle	1 - Principle
1.1 - Guideline	1.1 - Need
1.1.1 - Success Criteria	1.1.a - Requirements

Each requirement provides details of expected behaviour and the applicable behaviour by platform. If a particular platform is not listed, then the requirements should be used as a guide and the Barclays Digital Accessibility team can provide more specific guidance on which ones are relevant.

Principle 1 - Perceivable non-text information

Information and interface components are available in a way that can be perceived by different users.

Need 1.1 - Sensory Alternatives - image media

Information that is visual non-text content is also available to assistive technology.

Requirement	Platform	External Standard
1.1.a - Text alternatives for images - Images and other visual non-text content, such as icons and graphs, have a text alternative available to assistive technology that conveys the same information.		
All images that convey important, content-significant information, or act as a link or a button, are associated with a meaningful and accurate textual description in the code.	Browser Mobile App Documents	[WCAG 1.1.1 Non-text Content](#)
When images act as links or buttons, the text alternative describes their destination or function (e.g. "FCA website", "Play video", "Add to favourites").	Browser Mobile App Documents	[WCAG 1.1.1 Non-text Content](#)
Textual descriptions do not need to communicate the type of element (e.g. "image of", "button for" does not need to be included).	Browser Mobile App Documents	[WCAG 1.1.1 Non-text Content](#)
Decorative images that have no informative purpose are hidden from assistive technology.	Browser Mobile App Documents	[WCAG 1.1.1 Non-text Content](#)
1.1.b - Alternatives for complex images - Complex images, charts, and similar visual non-text content, have a text alternative available to assistive technology that conveys the purpose and the same information.		
Charts, graphs, diagrams and other complex images are described in text on the same page or in a page linked from the page containing the image. This should convey the purpose of the image and provide information for screen reader users on how to interact with it when applicable.	Browser Mobile App Documents	[WCAG 1.1.1 Non-text Content](#)

BARCLAYS

Requirement	Platform	External Standard
When charts or graphs are used to display tabular information (i.e. interrelated or time-based data), the same data is available to download, on alternative pages or embedded in a hidden table for screen reader users if it can not be accessed within the graphic.	Browser Documents	[WCAG 1.1.1 Non-text Content](#)
1.1.c - Background images		
Background images are only used for decoration and do not convey meaning that is otherwise unavailable.	Browser	[WCAG 1.1.1 Non-text Content](#)

Need 1.2 - Sensory Alternatives - time based media

Information that is time-based, visual or audible content is also available to assistive technology.

Requirement	Platform	External Standard
1.2.a - Captions and text transcripts - Multi-media content, such as video and audio, has a text alternative available to assistive technology that conveys the same information.		
A text transcript is available (on the same page or on a page linked from the page containing the media) for any audio-only (e.g. podcasts), video-only (e.g. videos with no audio track) or multimedia content (e.g. videos with video and audio content).	Browser Mobile App	[WCAG 1.2.1 Audio-only and Video-only (Prerecorded)](#) [WCAG 1.2.3 Audio Description or Media Alternative (Prerecorded)](#)
Captions (closed or open) are available for any multimedia content whose audio track conveys important information.	Browser Mobile App	[WCAG 1.2.2 Captions (Prerecorded)](#)

Need 1.3 - Adaptable

Content accessed in different ways does not lose information or structure.

Requirement	Platform	External Standard
1.3.a - Labels for form field - Form fields and inputs have an associated label in the code.		

Requirement	Platform	External Standard
All form fields are associated with a label, in the code, that is clear about its purpose and includes the visible label text or visible icon's text alternative. (Note: Placeholder text does not replace the need for labels)	Browser Mobile App Documents	WCAG 1.3.1 Info and Relationships
Sets of radio buttons, checkboxes, or other options are appropriately grouped or labelled in the code, so it is clear which and how many are in each set.	Browser Mobile App Documents	WCAG 1.3.1 Info and Relationships
Form fields with no visible label have an accessible name or are associated with a label positioned off-screen. (Note: Fields may only have no visible label if they are grouped fields under a single label, e.g. a sort code, or have a search icon)	Browser Mobile App Documents	WCAG 1.3.1 Info and Relationships
1.3.b – Headings - Headings used to label and provide structure to content are also coded as headings.		
Headings are identified as headings in the code, as well as visually. There should be at least one heading at the top of the main content of a page.	Browser Mobile App Documents	WCAG 1.3.1 Info and Relationships
Text that does not represent a heading (does not label a portion of content) is not identified as a heading in the code.	Browser Mobile App Documents	WCAG 1.3.1 Info and Relationships
Where possible, headings are assigned a correct heading level according to the structure of the content on the page.	Browser Mobile App Documents	WCAG 1.3.1 Info and Relationships
1.3.c – Lists - Lists used to provide structure to content are also appropriately coded.		
Lists are coded as most appropriate for the nature of the content.	Browser Mobile App Documents	WCAG 1.3.1 Info and Relationships
List coding accurately describes the structure of lists (e.g. do not split items of a same list into two separate list elements).	Browser Mobile App Documents	WCAG 1.3.1 Info and Relationships

Restricted – External

Requirement	Platform	External Standard
Content that does not represent a list of related things is not coded with list mark-up.	Browser Mobile App Documents	[WCAG 1.3.1 Info and Relationships](#)
1.3.d – Tables - Tables are only used to provide structure to data content and are appropriately coded.		
Table code semantics are only used for displaying data and not for layout.	Browser Documents	[WCAG 1.3.1 Info and Relationships](#)
Data tables are coded as most appropriate for the nature of the content and the platform, with headers or traits providing labels for data cells.	Browser Documents	[WCAG 1.3.1 Info and Relationships](#)
Data tables have a title or are preceded by a heading describing its purpose.	Browser Mobile App Documents	[WCAG 1.3.1 Info and Relationships](#)
Complex data tables are avoided when possible. Where complex tables cannot be avoided, a brief summary on the content and structure of the table is provided immediately before the table and include instructions on how to access the data if it is not clear for assistive technology users. This may be visible or hidden text.	Browser Mobile App Documents	[WCAG 1.3.1 Info and Relationships](#)
1.3.e – Landmarks - Landmarks code is used to provide structure to webpages when appropriate.		
The purpose of each section of content on a page is identified.	Browser	[WCAG 1.3.1 Info and Relationships](#)
Where applicable, coded landmarks are applied correctly and include exactly one main landmark.	Browser	[WCAG 1.3.1 Info and Relationships](#)
1.3.f - Grouped items - Elements are grouped by the code, when necessary, to create single interactive items.		
Controls consisting of several elements are announced and behave as a single object for screen readers and the individual elements that constitute the control are hidden from screen readers (e.g. a button with text and icons).	Browser Mobile App	[WCAG 1.3.1 Info and Relationships](#)

Requirement	Platform	External Standard
When two or more adjacent items link to or activate the same content (eg. an adjacent image and text), they are grouped into one actionable item only.	Browser Mobile App Documents	[WCAG 1.3.1 Info and Relationships](#)
1.3.g - Reading order - Reading order is coded so as to support and assist understanding.		
All content on the page or screen, that is presented visually, is announced by screen readers in a logical order unless deliberately hidden from assistive technology (in many cases this will be left-to-right from top to bottom).	Browser Mobile App Documents	[WCAG 1.3.2 Meaningful Sequence](#)
If a user action displays new content on the page (without needing the page to reload), either it is below the trigger control, announced to screen reader users, or the screen reader focus is set to the beginning of the new content.	Browser Mobile App Documents	[WCAG 1.3.2 Meaningful Sequence](#)
1.3.h - Hiding content - Hidden content is coded to be unavailable for some or all users, as intended.		
Content that is not visible on the page and should not be accessible to any users is not announced by screen readers (e.g. a closed menu, a notification modal that has been dismissed, or form fields that only appear after a specific option is selected); this does not include hidden instructions/information deliberately added to the code for the benefit of screen reader users.	Browser Mobile App	[WCAG 1.3.2 Meaningful Sequence](#)
Decorative images and other visual content that is inactive (e.g. content behind a modal), duplicated (e.g. visible form label in native mobile) or would be of no value to vision-impaired users (e.g. a legend) are not announced by screen readers, while all other content that is visible on the page is announced by screen readers.	Browser Mobile App	[WCAG 1.3.2 Meaningful Sequence](#)
1.3.i – Instructions - Instructions do not rely on sensory information to guide users and reduce errors.		

BARCLAYS

Requirement	Platform	External Standard
Instructions to operate a website or app do not rely upon shape, size, visual location or sound. Examples of inaccessible instructions are "Press the square button to continue", "Press the large button on the right to start" and "A beeping sound indicates you must move on".	Browser Mobile App Documents	[WCAG 1.3.3 Sensory Characteristics](#)
1.3.j – Orientation - Device orientation is respected and supported when possible.		
Where a device can be rotated, website or apps on tablets and desktops must be usable in any orientation (portrait and landscape); on mobile devices they must be usable in portrait and not force users into landscape view unless it is essential.	Browser Mobile App	[WCAG 1.3.4 Orientation](#)
1.3.k - Identify input purpose - Form input type and autocomplete are optimised to make form completion easier and faster.		
Define the correct input type so an appropriate virtual keyboard is displayed when triggered.	Browser Mobile App	[WCAG 1.3.5 Identify Input Purpose](#)
When collecting non-sensitive information about the user, the type of information being collected can be programmatically determined, to support easier user input.	Browser	[WCAG 1.3.5 Identify Input Purpose](#)

Need 1.4 – Distinguishable

Make it easier for users to visually or audibly distinguish content and interface components from background.

Requirement	Platform	External Standard
1.4a - Use of Colour - Colour is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.		
Colour alone is not used to convey information (e.g. to identify form fields with invalid entries or the current step in a step indicator) or to distinguish between areas of a map or graph; additional visual cues are used to provide the same information (e.g. icons, shapes, patterns, text).	Browser Mobile App Documents	[WCAG 1.4.1 Use of Color](#)

BARCLAYS

Requirement	Platform	External Standard
1.4.b - Actionable items - Actionable items must be identifiable as an interactive control without relying on colour		
All actionable items (e.g. links, buttons, navigation items, swipe areas) are visually distinguishable from static components (via underline, colour and weight variants, chevrons, arrows, border, etc.) following agreed Barclays design patterns.	Browser Mobile App Documents	WCAG 1.4.1 Use of Color
Within blocks of text, links are underlined and no other text is underlined.	Browser Mobile App Documents	WCAG 1.4.1 Use of Color
When colour is used to identify actionable items, an additional visual cue is also provided (e.g. chevron, arrow, icon, border, call to action in the text label).	Browser Mobile App Documents	WCAG 1.4.1 Use of Color
If an underline or additional visual cue cannot be added, and colour alone has to be used, then the contrast ratio between the colour of the actionable item and any surrounding text or items is at least 3:1, and the visual appearance of the actionable item changes when it receives mouse or keyboard focus (e.g. it becomes underlined or inverted).	Browser Mobile App Documents	WCAG 1.4.1 Use of Color
1.4.c - Audio controls - Unexpected audio can startle or embarrass.		
Audio content does not start playing automatically, or stops after 3 seconds; or a fully accessible and clearly-labelled 'Pause' button is available at the very beginning of the page.	Browser Mobile App	WCAG 1.4.2 Audio Control
1.4.d - Colour contrast - Good colour contrast improves readability		
Text that is 18 points or larger has a contrast ratio with the background colour of at least 3:1; text that is smaller than 18 points has a contrast ratio with the background colour of at least 4.5:1.	Browser Mobile App Documents	WCAG 1.4.3 Contrast (Minimum)
Parts of graphical objects (e.g. icons) that convey information have a minimum contrast ratio of 3:1 with the adjacent colour.	Browser Mobile App Documents	WCAG 1.4.11 Non-text Contrast

BARCLAYS

Requirement	Platform	External Standard
The focus indicator and the border of buttons and form fields have a contrast ratio of at least 3:1 with the background colour.	Browser Mobile App Documents	WCAG 1.4.3 Contrast (Minimum)
1.4.e - Text resize and zoom - Text resizing improves readability and responsive layouts.		
When content is enlarged or zoomed, up to 200% all information and functionality remains available without needing to scroll horizontally.	Browser Documents	WCAG 1.4.4 Resize text
When content is zoomed to 400% all information reflows and functionality remains available without needing to scroll horizontally (with the exception of images, tables and other content that would not make sense if it reflowed).	Browser Documents	WCAG 1.4.10 Reflow
When font size is increased in the browser, OS settings or assistive technology, up to 200% of the default size, it is still possible to access all information and functionality.	Browser Mobile App Documents	WCAG 1.4.4 Resize text
1.4.f - Images of text - Text in images can be difficult to read and inaccessible to assistive technology users.		
There are no images of text and all textual content is implemented as coded text elements, with the exception of text in logos, graphs and diagrams.	Browser Mobile App Documents	WCAG 1.4.5 Images of text
1.4.g - Colour customisation - Colour customisation can improve readability.		
When users modify text and background colour in the accessibility settings of their computer, device, or browser, the colour on the page or screen changes accordingly and the content remains functional.	Browser Mobile App Documents	WCAG 1.4.8 Visual Presentation (AAA) British Dyslexia Association Style Guide EN 301 539 11.7 User Preferences
1.4.h - Text formatting - Text formatting can affect readability.		

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Requirement	Platform	External Standard
A sans-serif font, at a readable size, is used for all text content.	Browser Mobile App Documents	WCAG 1.4.8 Visual Presentation (AAA) UKAAF Clear Print Standard
Text should be left aligned where possible with centre alignment avoided when there is more than 2 sentences or 4 lines.	Browser Mobile App Documents	WCAG 1.4.8 Visual Presentation (AAA) UKAAF Clear Print Standard
Capitalized and italic text are used sparingly.	Browser Mobile App Documents	WCAG 1.4.8 Visual Presentation (AAA) UKAAF Clear Print Standard
1.4.i - Text spacing customisation - Text spacing customisation can improve readability.		
When users customize the spacing between letters, words, lines or paragraphs on supported platforms, all content adapts and remains fully legible. Content should remain functional when spacing is increased for: • Line height up to 1.5 times the font size; • Spacing following paragraphs to at least 2 times the font size; • Letter spacing (tracking) to at least 0.12 times the font size; • Word spacing to at least 0.16 times the font size when it is supported.	Browser Documents	WCAG 1.4.12 Text spacing
1.4.j - Popup content - Popup content should be available to all.		

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Requirement	Platform	External Standard
When mouse, touch, or keyboard action causes new content to appear (e.g. tooltips, sub-menus, non-modal windows), all the following are true: • the new content can be dismissed without having to move focus away from the element that triggered it (e.g. pressing the Esc key) unless focus has been moved dynamically into the new content, • it is possible to move the mouse, keyboard or touch focus to the new content (i.e. the new content does not disappear when focus moves on to it), • the new content remains visible until the users dismisses it or moves the mouse, keyboard or touch focus away from it and the element that triggered it, • focus is moved into and out of the dynamic content appropriately.	Browser Mobile App	WCAG 1.4.13 Content on Hover or Focus

Principle 2 - Operable

Interface components must be operable by different users, including mouse, touch, keyboard, and speech.

Need 2.1 - Keyboard accessible

All functionality is available via keyboard interaction alone.

Requirement	Platform	External Standard
2.1.a - Keyboard access - Keyboard access supports a wide range of alternative controllers.		
All actionable components can receive focus using only a keyboard.	Browser Mobile App Documents	WCAG 2.1.1 Keyboard
All actionable components can be reached and activated using the keyboard alone.	Browser Mobile App Documents	WCAG 2.1.1 Keyboard

Requirement	Platform	External Standard
No item traps the keyboard focus; it is possible to move back or onward away from any item, and dismiss any component (including modal overlays, on-screen keyboards, full screen media, menus and drawers), using only a keyboard	Browser Mobile App Documents	WCAG 2.1.2 No Keyboard Trap
2.1.b - Character key shortcuts - Character key shortcuts should be a preference.		
If a keyboard shortcut is implemented in content using only letter (including upper- and lower-case letters), punctuation, number, or symbol characters, then it can be disabled, modified or is only active while the component has focus.	Browser	WCAG 2.1.4 Character Key Shortcuts

Need 2.2 - Enough time

All users are provided sufficient or extendable time to read and use content.

Requirement	Platform	External Standard
2.2.a - Time limits - Timeouts may not provide sufficient time for all users		
If it is necessary to implement time limits (e.g. following user inactivity, for security reasons), users are informed when a time limit is about to expire and are given the option to extend the time.	Browser Mobile App Documents	WCAG 2.2.1 Timing Adjustable
When a timed activity cannot be extended due to regulations (e.g. payment authentication) the user is informed about the time limit before triggering the timed period.	Browser Mobile App Documents	WCAG 2.2.1 Timing Adjustable
2.2.b - Animated content - Animated content may distract or unsettle.		
Any content that scrolls, moves or blinks (e.g. carousels, news ticker) automatically stops after 5 seconds. Alternatively, users can easily pause or hide the animated content.	Browser Mobile App Documents	WCAG 2.2.2 Pause Stop Hide

Need 2.3 - Physical reactions

Content is designed not to trigger seizures or other adverse physical reaction

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Requirement	Platform	External Standard
2.3.a - Three flashes or below threshold - Flashing or strobing content may cause seizures.		
Video or animated content does not appear to flash more than three times in any one second period, or the flash is below the general flash and red flash thresholds.	Browser Mobile App Documents	[WCAG 2.3.1 Three Flashes or Below Threshold](#)

Need 2.4 – Navigable

All users are able to navigate and find content, and determine where they are

Requirement	Platform	External Standard
2.4.a - Skip links - Skip links provide shortcuts for navigating quickly.		
A mechanism of skipping blocks of links/buttons is available and operable.	Browser Mobile App Documents	[WCAG 2.4.1 Bypass Blocks](#)
When a menu or group of links are present at the top of a page, skip links are the first links on the page and include a 'skip to content'.	Browser	[WCAG 2.4.1 Bypass Blocks](#)
Skip links are visible while they have keyboard focus, even if not visible otherwise.	Browser	[WCAG 2.4.1 Bypass Blocks](#)
2.4.b - Page/Screen title - Page/screen titles help users to orient themselves.		
Each page/screen has a descriptive title, visible either in the browser tab or at the top of each screen. Where it is not possible to have a unique title on each screen in a journey, then a unique screen reader version is provided that announces the new content on page load.	Browser Mobile App	[WCAG 2.4.2 Page Titled](#)
2.4.c - Frames - Frames may be used to pull in content from another online location.		
Any \<frame\> or \<iframe\> element used in the source code of the page includes a title attribute that accurately describes the frame content (e.g. "Travel form").	Browser	[WCAG 2.4.2 Page Titled](#)

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Requirement	Platform	External Standard
2.4.d - Focus order - Focus order determines the order in which interactive elements are navigated.		
Actionable items receiving sequential keyboard or screen reader focus do so in a logical order that maintains meaning and understanding for operability (in many cases this will be left-to-right from top to bottom.	Browser Mobile App Documents	WCAG 2.4.3 Focus Order
When the default order is logical, this is not overridden. When the order is not logical by default, a logical order is specified via the code.	Browser Mobile App Documents	WCAG 2.4.3 Focus Order
2.4.e - Links - Links often provide shortcuts for navigating.		
All links accurately describe the destination content that they load; and generic links such as "click here" and "read more" are avoided.	Browser Mobile App Documents	WCAG 2.4.4 Link purpose in context
If the use of generic links cannot be avoided (i.e.. content contains several "Read more" or "Edit" links), additional information on their destination is included in the code (e.g. "Read more about mortgages" or "Edit email address").	Browser Mobile App Documents	WCAG 2.4.4 Link purpose in context
When links load into a new tab/window, or open content in a different format (e.g. a PDF document), this is indicated at the end of the link, in text, via an icon associated with a textual alternative or a tooltip (e.g. "Prospectus 2022, PDF 2.6MB").	Browser Mobile App Documents	WCAG 2.4.4 Link purpose in context
2.4.f - Navigation methods - Navigation method preference can vary between users.		
In addition to navigation menus, the website/app contains a Search functionality, site map, A-Z index of pages or help function.	Browser Mobile App	WCAG 2.4.5 Multiple Ways
2.4.g - Content sections - Content sections provide structure.		
The content on the page is divided into small blocks, each preceded by a heading/title that describes it.	Browser Mobile App Documents	WCAG 2.4.6 Headings and labels

Requirement	Platform	External Standard
2.4.h - Focus visible - Visible focus is essential for navigating without a pointer.		
When actionable items receive keyboard focus, their visual appearance changes.	Browser	WCAG 2.4.7 Focus Visible WCAG 2.4.13 Focus Appearance (AAA) **ADDED 2.2**
For items that have a default focus indicator, this is not disabled but may be adjusted (e.g. to a colour that contrasts better). For items that do not have a default focus indicator, a noticeable focus indicator is implemented.	Browser	WCAG 2.4.7 Focus Visible
When custom focus indicators are used they enclose the visual presentation of the item (e.g. a box appears around them, the colour of their background changes) and have sufficient contrast (3:1). **NEW**	Browser	WCAG 2.4.13 Focus Appearance (AAA) **ADDED 2.2**
When an actionable item receives keyboard focus, it is not entirely hidden by other content, unless that content can be repositioned or dismissed without moving focus. **NEW**	Browser	WCAG 2.4.11 Focus Not Obscured (Minimum) **ADDED 2.2**

Need 2.5 - Input modalities

Functionality is operable via multiple input methods, providing choice.

Requirement	Platform	External Standard
2.5.a - Complex gestures - Complex gestures are impossible for some users.		

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Requirement	Platform	External Standard
Any action requiring users to use multi-point gestures (i.e. using multiple fingers) or path-based gestures (i.e. gestures that are in addition to the normal operation of the OS such as swiping, drawing) can also be completed using a single-point, non-path based gesture.	Browser Mobile App	WCAG 2.5.1 Pointer Gestures
2.5.b - Cancel actions - Cancel actions helps with imprecision.		
Trigging of action items can be cancelled or are not triggered by an initial down-event.	Browser Mobile App	WCAG 2.5.2 Pointer Cancellation
2.5.c - Label in name - Label in name supports voice control.		
The programmatic, accessible name of actionable items starts with the same content as the visible text label.	Browser Documents	WCAG 2.5.3 Label in Name
2.5.d - Motion activation - Motion activation is impossible for some users.		
For any action that can be completed by moving the device there is an alternative way to carry out the action which involves no motion, or motion activation can be disabled.	Browser Mobile App Documents	WCAG 2.5.4 Motion Actuation
2.5.e - Target area size - Target area size impacts accuracy of interactions.		
The selectable area of each actionable item is large enough for all users to select with ease, including by touch. Target items are expected to be at least 44x44px. Where that is not achievable then it must be at least 44px in one dimension and 24px in the other dimension, unless they are constrained by line height or a required functionality.	Browser Mobile App Documents	WCAG 2.5.5 Target Size (Enhanced) WCAG 2.5.8 Target Size (Minimum) ADDED 2.2
2.5.f - Dragging movements - Dragging actions are impossible for some users.		

Requirement	Platform	External Standard
All functionality that uses a dragging movement for operation can be achieved by a single pointer without dragging or the content/control can be accessed by another means without dragging (unless dragging is essential or the functionality is determined by the user agent and not modified by the author). **NEW**	Browser Mobile App Documents	WCAG 2.5.7 Dragging Movements **ADDED 2.2**

Principle 3 - Understandable

Both the information and how to interact and navigate can be understood by different users.

Need 3.1 – Readable

Content is easy for all users to read and understand.

Requirement	Platform	External Standard
3.1.a - Page language - Page language can impact screen reader pronunciation and search engine results.		
Ensure the default human language of the page content is correctly defined in the code (i.e. for English content use the language code "en").	Browser Mobile App Documents	WCAG 3.1.1 Language of Page
If a page contains any portions of content in another language, that language is specified in the code for that content.	Browser	WCAG 3.1.2 Languages of Parts
3.1.b - Reading Level - Clear simple language is easy to understand.		
Jargon is avoided as much as possible.	Browser Mobile App Documents	WCAG 3.1.3 Unusual words
Acronyms and abbreviations are used sparingly, and their full extension is displayed next to them the first time they are used on the page.	Browser Mobile App Documents	WCAG 3.1.4 Abbreviation

Requirement	Platform	External Standard
The language used on the page is as simple and clear as possible, taking into account the nature of the content and the intended audience.	Browser Mobile App Documents	WCAG 3.1.5 Reading level

Need 3.2 – Predictable

The appearance, behaviour and functionality of components are clear and predictable for all users regarding how to interact and what will happen.

Requirement	Platform	External Standard
3.2.a - Unexpected changes of context - Unexpected changes of context can be disorienting.		
No unexpected changes of context occur while users are interacting with the page. Unexpected changes of context include the loading of a new page/screen/app, the opening of a new window, or a sudden change of location of the focus on the page. Such changes only occur when initiated by the user (e.g. upon activation of a suitably labelled link or button).	Browser Mobile App	WCAG 3.2.1 On focus WCAG 3.2.2 On input
3.2.b - Focus management - Poor focus management can be disorienting.		
While users interact with form controls, the focus does not move unexpectedly (i.e. the focus does not automatically move when a radio button or checkbox is selected) or trigger unexpected changes within the page/screen content.	Browser Mobile App	WCAG 3.2.2 On input
When users load a new page/screen or appear to load a new page/screen, as with a single page app, then focus always moves to the top of the new content or page/screen.	Browser Mobile App	WCAG 3.2.2 On input
When focus is moved into dynamic content, such as a modal dialog or menu, then focus returns to the element that triggered it to open when it closes.	Browser Mobile App	WCAG 3.2.2 On input
3.2.c - Consistent page navigation and login - Consistent page navigation makes navigating easier.		

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Requirement	Platform	External Standard
Navigational items that are repeated on multiple pages of a website or app (e.g. menu, search field, social media links, related links) are positioned and labelled consistently across the website or app.	Browser Mobile App	WCAG 3.2.3 Consistent Navigation
For pages containing a login link or button, this is one of the first interactive items, and highly visible at the top of the page or there is a mechanism to skip to the login trigger.	Browser Mobile App	WCAG 3.2.3 Consistent Navigation
3.2.d - Consistent component identification - Consistent component identification makes understanding easier.		
Items that appear on multiple pages or within an app are positioned, styled and labelled consistently across the website or app. This includes using the same alt text for all instances of the same icon or button image, consistent with Blueprint where relevant.	Browser Mobile App Documents	WCAG 3.2.4 Consistent Identification
3.2.e - Consistent help - Consistent help makes it easier to find when needed.		
When help and/or contact information is provided, this is available in a consistent location across a set of screens/pages. **NEW**	Browser Mobile App	WCAG 3.2.6 Consistent Help **ADDED 2.2**
Customer facing platforms include a consistently available "Accessibility" link to useful instructions and information.	Browser Mobile App	EN 301 549 12.1 Product Documentation

Need 3.3 - Input assistance (instructions and errors)

Form labels, instructions and error messages help users to avoid and correct mistakes.

Requirement	Platform	External Standard
3.3.a - Identifying form errors - Identifying form errors helps with making corrections.		
When invalid data is entered in a form, error messages are displayed on the screen in a way that all users can access them. Error messages are only displayed when the field is invalid (i.e. a required field is not invalid until submission).	Browser Mobile App	WCAG 3.3.1 Error identification

Requirement	Platform	External Standard
When error messages are dynamically added to forms while users fill them in, they are programmatically associated with the fields in error and visually displayed below the field or dynamically announced. When error messages are displayed after submit then focus is moved to the summary of the error messages or the first invalid field.	Browser Mobile App	WCAG 3.3.1 Error identification
Any fields in error are visually distinguishable (not using colour alone) and are also identified as fields in error by screen readers (i.e. screen readers read out an error message when the users navigate back to the field).	Browser Mobile App	WCAG 3.3.1 Error identification
3.3.b - Progress indicator - Progress indicators help people understanding where they are in a process and how much is yet to be done.		
On pages that constitute a multi-step process, users are informed of their location in the process.	Browser Mobile App Documents	WCAG 3.3.2 Labels or Instructions
3.3.c - Form labels and instructions - Form labels and instructions guide people on how to complete a form.		
All form fields have a visible perceivable label.	Browser Mobile App	WCAG 3.3.2 Labels or Instructions
All form field labels clearly and precisely describe the data required from users. An icon alone may only be used for search fields.	Browser Mobile App	WCAG 3.3.2 Labels or Instructions
Any additional help text about the data to enter (e.g. the expected format, example data) is included in the label or displayed next to the field and associated with it in the code.	Browser Mobile App Documents	WCAG 3.3.2 Labels or Instructions
The labels of mandatory fields include an asterisk or the text "Required", or when most fields are mandatory the labels of non-mandatory fields include the text "(Optional)"	Browser Mobile App Documents	WCAG 3.3.2 Labels or Instructions

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Requirement	Platform	External Standard
Labels are displayed in close proximity above or beside form fields and controls.	Browser Mobile App Documents	WCAG 3.3.2 Labels or Instructions
3.3.d - Error messages - Error messages need to be clear about what is wrong and what to do about that.		
The error messages clearly and accurately explain the errors that have occurred and provide suggestions on how to fix them. When possible, suggestions for corrections are offered.	Browser Mobile App Documents	WCAG 3.3.3 Error Suggestion
3.3.e - Error prevention - Error prevention avoids making errors with serious consequences and frustration.		
On multi-page forms a mechanism for reviewing data before submission is available (such as a review screen showing all entered data) and offers users the option to modify or correct data.	Browser Mobile App Documents	WCAG 3.3.4 Error Prevention (Legal, Financial, Data)
Standard information is formatted consistently (e.g. dates) and has correct screen reader alternatives (e.g. sort codes, account numbers, hashed out information).	Browser Mobile App Documents	WCAG 3.3.4 Error Prevention (Legal, Financial, Data)
3.3.f - Auto-populate - Making users enter redundant information adds cognitive load and increase the risk of errors.		
Any data that has previously been entered in a process is automatically provided rather than require the user to enter it again, unless re-entering is essential, such as for security or data expiry. **NEW**	Browser Mobile App	WCAG 3.3.7 Redundant Entry **ADDED 2.2**
3.3.g - Accessible Authentication - Accessible authentication provides methods that support all users.		
For each step in an authentication process that relies on a cognitive function test, at least one other authentication method is available that does not rely on a cognitive function test, or a mechanism is available to assist the user in completing the cognitive function test. **NEW**	Browser Mobile App	WCAG 3.3.8 Accessible Authentication (Minimum) **ADDED 2.2**

Principle 4 – Robust

Content and components can be interpreted by multiple devices including assistive technology.

Need 4.1 – Compatible

Components are compatible with multiple versions of assistive technology across different devices.

Requirement	Platform	External Standard
4.1.a - Programmatic name, role and value - Programmatic name, role and value supports use of assistive technology.		
Use platform-appropriate standard semantic elements and controls whenever possible, in particular for interactive components, so role and state are provided by default.	Browser Mobile App Documents	[WCAG 4.1.2 Name role value](#)
All user interface components have an appropriate accessible name.	Browser Mobile App Documents	[WCAG 4.1.2 Name role value](#)
All custom components include an accessible name, a suitable role, and relevant state information.	Browser Mobile App	[WCAG 4.1.2 Name role value](#)
All user interface components convey the correct state or value, and update that in the code when it changes (e.g. from unselected to selected, or from collapsed to expanded).	Browser Mobile App Documents	[WCAG 4.1.2 Name role value](#)
4.1.b - Dynamic notifications - Dynamic notifications support use of assistive technology.		
When the content of a page dynamically changes, the change is noticeable for all users including screen reader users, especially for important time relevant notifications (e.g. a session expiry alert, an error message, or a stock price change).	Browser Mobile App Documents	[WCAG 4.1.3 Status messages](#)