



Diligent Community is committed to meeting accessibility requirements

At Diligent, we believe in a world where transformational leaders can build more successful, inclusive and sustainable organizations. Unleashing the potential of modern governance rests on enabling the potential of every team member to contribute to this mission. We believe that by making our products more accessible, we will help build a future with increased opportunities for all.

Diligent believes in working towards digital accessibility for people with disabilities. We are continually improving the user experience of our products and applying accessibility standards as part of our business mission.

Launched in 2008, the Web Content Accessibility Guidelines (WCAG) describes a series of standards developed by the World Wide Web Consortium (W3C). Recognized as an ISO standard, WCAG is the go-to resource for website accessibility. Diligent Community meets WCAG 2.1 AA compliance requirements, which is the new standard for accessibility. In addition, our commitment to accessibility extends to compliance with the Americans with Disabilities Act (ADA), fostering a digital landscape that empowers and includes everyone.

Diligent Community Services and Compliance

As a web-based service, all Diligent Community web pages are created and displayed with HTML technology. The following public facing HTML pages and outputs are tested and compliant to at least WCAG 2.0 AA level:

- Diligent Community public-facing web pages
- HTML published Agendas
- HTML published Minutes
- Live closed-captioned videos (if using Video Manager by Boxcast)

NOTE: Any documents uploaded by customers and linked as attachments will be as accessible as they were when uploaded. Content entered into the system is the responsibility of the customer to ensure accessibility. Diligent Community is not responsible for the accessibility of third-party integrations that connect with the Diligent Community software system or documents that were migrated from prior systems.

Diligent Community created PDF documents

Part of Diligent Community services include the creation of printable output documents, in the form of PDF documents. To create these documents, we process HTML, pdf, Word and other formatted documents (many of which have been uploaded by our customers) into printable PDF documents. Our processing tools do their best at maintaining the accessibility of the source documents as the PDF output documents are created, but cannot be relied upon to create fully accessible PDF documents. Our PDF agenda documents have bookmarks added to assist in navigation and we will auto OCR flat scanned PDFs to improve accessibility.

For more detail on our accessibility compliance, see our **Diligent Community Accessibility Conformance Report** →

Learn more
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