KAISER PERMANENTE®

DIGITAL PRODUCTS AND SERVICES ACCESSIBILITY REQUIREMENTS
FOR VENDORS, CONTRACTORS AND SUPPLIERS

(FORMERLY WEB-BASED PRODUCTS AND SERVICES ACCESSIBILITY REQUIREMENTS)

A. Definitions:

"Customer" means a Kaiser Permanente entity purchasing goods or services from Supplier.

"Kaiser Permanente" means the integrated health care delivery organization doing business as Kaiser Permanente®, which includes Kaiser Foundation Hospitals, Kaiser Foundation Health Plan, Inc., the Permanente Medical Groups, and each of their respective subsidiaries.

"*Supplier*" means a vendor, contractor or supplier who is providing goods and/or services to Kaiser Permanente.

"*Digital Products and Services*" means any product or service that is accessed over a network connection using hypertext transfer protocol (HTTP or HTTPS), VPN or similar connectivity, and mobile applications, which may include, without limitation, cloud services, software as a service, application services, websites, web portals, knowledgebases, documents, consumer applications and content services.

B. Requirements.

Kaiser Permanente is committed to providing access to its healthcare services, programs, and activities free from discrimination on any basis, including disability, in accordance with Section 504 of the Rehabilitation Act of 1973 (29 U.S.C. § 794), Section 1557 of the of the Affordable Care Act of 2010 (42 U.S.C. § 18116), the Americans with Disabilities Act of 1990, the 21st Century Communications and Video Accessibility Act of 2010, and their implementing regulations, and all other applicable laws. This commitment includes ensuring the Digital Products and Services we provide to our members, patients, and other users are accessible. In furtherance of this commitment, the following requirements apply to Suppliers of Digital Products and Services:

Supplier shall ensure that Digital Products and Services adhere to, at a minimum, the Web Content Accessibility Guidelines version 2.1 (or any later version thereof), Level A and Level AA (also referred to as WCAG 2.1 AA) (the "Accessibility Requirements").

Supplier shall maintain and retain full documentation of the measures taken to ensure the Digital Products and Services, including components thereof, meet the Accessibility Requirements, including records of any testing or simulations conducted. One of the following two instruments may be used to meet this documentation standard:

(1) An independent third-party evaluation from an accessibility consultancy; or

(2) An Accessibility Conformance Report (ACR) using the Voluntary Product Accessibility Template® (VPAT®) version 2.4 template (or any later version thereof) which supports documentation of WCAG 2.1 AA. The VPAT® template is available from the Information Technology Industry Council at: http://www.itic.org/policy/accessibility/.

If the Supplier claims its product, component or service conforms to the Accessibility Requirements, and it is later determined by the Customer that any furnished product(s), component(s) or service(s) do not satisfy the Accessibility Requirements, the Customer will promptly inform the Supplier in writing of the non-compliance. At no cost to the Customer, the Supplier shall repair or replace the non-compliant product(s), component(s) or service(s) within the period specified by the Customer.

Suppliers that provide content or programming through video conferencing systems must use a conferencing

platform that has the following accessibility features: (a) integrated chat function, (b) integrated, automated captioning, (c) the capacity to join a qualified sign language interpreter, qualified deaf interpreter, and/or qualified live captioner into the video conference as integrated participant(s), (d) the capacity for live captioning to be Integrated, and (e) the capacity for video conference participants to view all other participants side by side or to pin specific participants.

The Accessibility Requirements set forth herein are subject to change by Kaiser Permanente from time to time to reflect changes in Kaiser Permanente's Digital Products and Services accessibility requirements.

Guidance and resources for ensuring the accessibility of health programs and activities offered through electronic information technology are provided by the U.S. Department of Health and Human Services and are available for review at https://www.hhs.gov/civil-rights/for-individuals/disability/eit-guidance-bulletin/index.html.

The Web Content Accessibility Guidelines (WCAG) are available for review at http://www.w3.org/TR/WCAG20/.