

December 20, 2023

Letter of Reasonable Accessibility for Riedel

No organization can claim that its digital properties are 100% accessible because of the subjective nature and interpretation of absolute accessibility. The best anyone can do is test and resolve for best practices and provide a dedicated outlet to assist users when issues occur.

Riedel (as known as the "Client") has taken such steps by retaining AudioEye (formally known as the Bureau of Internet Accessibility ("BoIA")) to assist in testing and improving the accessibility of the Client's website and digital properties. AudioEye is an independent, third-party accessibility consultant that has expertise in accessible web development, digital accessibility, and Web Content Accessibility Guidelines ("WCAG"). Since 2005, AudioEye has been working successfully with organizations to improve the accessibility of their websites and digital properties by conducting digital accessibility audits, assisting with remediation as requested, and other support services.

This letter serves to summarize the results of AudioEye's testing of the Client's website as well as the steps being taken by the Client to improve accessibility and/or remedy any noted issues. This letter is provided at the Clients' request and is intended for use only by the Client. Third parties are not entitled to rely on the contents of this letter. Likewise, while the contents of this letter reflect AudioEye's professional impressions and opinions, AudioEye's auditors are not attorneys, and this letter should not be construed as a legal opinion.

Accessibility

Overview

As used in this letter, “Reasonable Efforts” means, with respect to a given goal or obligation, the efforts that a reasonable person or entity would use to achieve that goal or obligation. Reasonable Efforts shall be interpreted so as not to require the Client to undertake measures that might constitute an undue burden (as defined in Title III of the Americans with Disabilities Act (the “ADA”)), whether due to the cost, difficulty or impact of such measures on the Client’s website or digital-related operations or otherwise, or that might result in a fundamental alteration in the manner in which the Client operates its website or digital-related properties or the primary functions related thereto.

As described in greater detail herein, AudioEye’s professional opinion is that the Client’s digital properties tested:

- Use Reasonable Efforts to provide persons with an impairment an equal opportunity to participate in or benefit from the goods, services, facilities, privileges, advantages, and accommodations provided through the Client’s website. 42 U.S.C. § 12182(b)(2)(A)(ii); 28 C.F.R. § 36.202(b); and
- Use Reasonable Efforts to ensure that persons with an impairment are not excluded, denied services, segregated, or otherwise treated differently because of the absence of auxiliary aids and services provided through the Client’s website. 42 U.S.C. § 12182(b)(2)(A)(iii); 28 C.F.R. § 36.303.

AudioEye believes that the Clients’ digital properties tested are reasonably accessible and have made appropriate accommodations for individuals with disabilities, including individuals who are blind or have low vision, individuals who are deaf or hard of hearing, and individuals who have physical disabilities affecting manual dexterity.

Testing Standards

The Client has selected WCAG 2.1 Level A and AA Success Criteria (“WCAG 2.1 A/AA”) as its standard for testing. The Web Accessibility Initiative (“WAI”) of the World Wide Web Consortium (“W3C”) has created recognized international guidelines for digital accessibility. These guidelines, which are set out in the WCAGs, detail how to make websites accessible to all individuals with disabilities. The Department of Justice currently uses WCAG 2.0 Level AA as the accepted standards by which to measure a website’s accessibility. WCAG 2.1 Level AA includes WCAG 2.0 Level AA standards.

The results of AudioEye’s testing indicate that the Client’s website prudently conforms to the WCAG 2.1 A/AA standards, such that the website is likely to be reasonably accessible to persons with impairments.

Audit conducted by an independent third party

The Client has partnered with an independent consultant, AudioEye, a company with expertise concerning accessible web development and WCAG 2.1 A/AA (“WCAG”) digital accessibility.

Digital Properties Tested

www.riedel.com/en-us was tested on Desktop, iOS, and Android.

Testing Conducted on the Digital Properties

AudioEye conducts manual and automated testing for website and app accessibility. Manual testing involves visually impaired testers using assistive technology, followed by review by a sighted expert. Automated testing breaks down WCAG guidelines. All results of work conducted since the Audit is available upon request.

With continual testing, remediation, and validation, coupled with the ability to make changes based on feedback, a new accessibility baseline and substantial conformance is achieved. The Client can work with AudioEye to address the website-specific accessibility issues. To the extent warranted, the Client may implement design and source improvements to further improve usability and maximize conformance with accessibility best practices and standards.

Staff training

The Client purchased training licenses from AudioEye for website accessibility. These courses cover WCAG 2.1 guidelines including Accessibility Best Practices, PDF Accessibility, Mobile Accessibility Best Practices, and NVDA Training.

Accessibility Statement

AudioEye has provided the language for the Accessibility Statement to the Client. The Accessibility Statement indicates that the Client is making efforts to maintain and increase the accessibility of its website to ensure that persons with disabilities have full and equal enjoyment of the goods, services, facilities, privileges, advantages, and accommodations that the Client provides through its website.