**ICT Accessibility Policy**

**Effective Date:** 01/27/2025  
**Review Date:** 01/24/2025  
**Owner:** Thomas E. Volick

**1. Purpose**

The purpose of this policy is to ensure that all Information and Communication Technology (ICT) systems, tools, and resources provided by **National Human Resource Group, Inc. (NHRG)** are accessible to all individuals, including those with disabilities. This policy reflects our commitment to fostering inclusivity, promoting equal access, and maintaining compliance with applicable accessibility standards and regulations.

**2. Scope**

This policy applies to all ICT systems, products, and services, including but not limited to:

* Websites and web applications
* Software and mobile applications
* Hardware devices
* Digital documents and multimedia content
* Internal systems (e.g., intranet, HR tools)
* ICT procurement processes

**3. Policy Statement**

National Human Resource Group, Inc. is committed to:

1. Providing equal access to ICT resources for all users, including individuals with disabilities.
2. Ensuring compliance with accessibility standards such as the Web Content Accessibility Guidelines (WCAG 2.1 or higher), Section 508 of the Rehabilitation Act, and applicable state and federal laws.
3. Integrating accessibility into the design, development, procurement, and maintenance of ICT systems.
4. Promoting a culture of accessibility through training, awareness, and collaboration.

**4. Roles and Responsibilities**

* **Leadership**: Ensure organizational commitment to ICT accessibility and allocate resources for implementation and maintenance.
* **Accessibility Coordinator/Team**: Oversee accessibility initiatives, monitor compliance, and provide guidance.
* **Developers and Designers**: Incorporate accessibility best practices into the design and development of ICT systems.
* **Procurement Team**: Evaluate and ensure ICT products and services purchased meet accessibility standards.
* **All Employees**: Adhere to accessibility standards and report potential barriers.

**5. Accessibility Standards**

National Human Resource Group, Inc. adheres to the following accessibility standards:

* Web Content Accessibility Guidelines (WCAG 2.1 AA or higher)
* Section 508 of the Rehabilitation Act
* Americans with Disabilities Act (ADA)
* Texas Department of Information Resources (DIR) accessibility requirements

**6. Implementation**

**6.1 Design and Development**

* Accessibility must be integrated into all stages of the ICT lifecycle, including planning, design, development, testing, and deployment.
* Developers and designers must use accessible design principles and tools.

**6.2 Procurement**

* All ICT procurement must include accessibility as a criterion.
* Vendors must provide a Voluntary Product Accessibility Template (VPAT) or equivalent documentation to demonstrate compliance.

**6.3 Training**

* Provide regular training to employees on accessibility standards, tools, and best practices.
* Ensure all relevant staff are equipped to identify and address accessibility barriers.

**6.4 Testing and Evaluation**

* Conduct manual and automated accessibility testing on all ICT systems.
* Include testing with assistive technologies such as screen readers, magnifiers, and speech recognition software.
* Perform periodic audits to ensure ongoing compliance.

**6.5 Feedback and Issue Resolution**

* Provide clear channels for users to report accessibility issues.
* Address reported issues promptly and communicate resolutions to users.

**7. Monitoring and Maintenance**

* Conduct annual reviews of the ICT accessibility policy and update as needed to align with new standards and technologies.
* Track metrics such as compliance rates, user feedback, and resolution timelines.
* Ensure regular updates and maintenance of ICT systems to maintain accessibility.

**8. Continuous Improvement**

* Stay informed about emerging accessibility standards and best practices.
* Engage with users, including those with disabilities, to gather feedback and insights.
* Foster collaboration across departments to embed accessibility into organizational culture.

**9. Enforcement**

Non-compliance with this policy may result in corrective actions, including additional training or adjustments to workflows. Vendors failing to meet accessibility requirements may face contract review or termination.

**10. Contact Information**

For questions or assistance regarding this policy, please contact:  
**Accessibility Coordinator/Team**  
Alison DeStefano  
alison.destefano@nhrg.com  
512-328-4448

**11. References**

* Web Content Accessibility Guidelines (WCAG): <https://www.w3.org/WAI/standards-guidelines/wcag/>
* Section 508: <https://www.section508.gov/>
* Texas DIR Accessibility Standards: <https://dir.texas.gov/site-policies/eir-accessibility-policy>

**12. Approval**

**Approved By:** Thomas E. Volick  
**Title:** Chief Executive Officer  
**Date:** 01/24/2025