

VOLUNTARY PRODUCT ACCESSIBILITY TEMPLATE (VPAT) FOR Thomson Reuters Westlaw

The purpose of the Voluntary Product Accessibility Template, or VPAT, is to provide federal contracting officials with information on how Thomson Reuters Westlaw conforms to the accessibility standards of Section 508 of the Rehabilitation Act of 1973 (Electronic and Information Technology Accessibility Standards, 36 C.F.R. § 1194). Westlaw conforms to the requirements of Section 508 as described in the documentation below.

As the foremost provider of integrated information products and services to the U.S. legal market, Thomson Reuters recognizes the need to develop electronic and information technology (E&IT) products and services that are accessible and usable by all people, including those with disabilities and special needs. We are committed to making its products and services compliant with the accessibility standards of Section 508 to the maximum extent practicable, or to provide equivalent facilitation (as provided by §1194.5 and §1194.31). Thomson Reuters efforts to accommodate the needs of our customers with disabilities and to promote the accessibility of our legal products and services are described in full at legalsolutions.com/accessibility.

Westlaw (westlaw.com) provides editorially enhanced legal research materials and the most comprehensive and current collection of legal, news, business and public records information. With authoritative content for both primary law and exclusive secondary law titles, legal research is current and accurate. WestSearch, the world’s most advanced legal search engine and represents the culmination of more than 125 years of West attorney-created editorial analysis and technological innovation, delivers more inclusive, better ranked results. Westlaw also includes powerful tools to help legal professionals efficiently analyze and organize legal information. For more information about Westlaw, please see: legalsolutions.com/westlaw.

The table below provides a summary view of the applicable VPATs for Westlaw. The applicable VPATs are provided in the following pages.

**VPAT for Thomson Reuters Westlaw
SUMMARY TABLE**

Criteria	Supporting Features	Remarks and explanations
Section 1194.21: Software Applications and Operating Systems		Not applicable.
Section 1194.22: Web-based Internet information and applications	Supports with Exceptions	Please refer to the attached VPAT (page 2).
Section 1194.23: Telecommunications Products		Not applicable.
Section 1194.24: Video and Multi-media Products		Not applicable.
Section 1194.25: Self-Contained, Closed Products		Not applicable.
Section 1194.26: Desktop and Portable Computers		Not applicable.
Section 1194.31: Functional Performance Criteria	Supports with Exceptions	Please refer to the attached VPAT (page 4).
Section 1194.41: Information, Documentation and Support	Supports	Please refer to the attached VPAT (page 5).

VPAT for Thomson Reuters Westlaw
SECTION 1194.22: WEB-BASED INTERNET INFORMATION AND APPLICATIONS – DETAIL

Criteria	Supporting Features	Remarks and explanations
(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc," or in element content).	Supports with Exceptions	Westlaw has multiple instances in which there are both text and an image to access an item. To minimize redundancy for screen readers, the images are generally unavailable to screen readers. Other than these images, virtually all images have ALT text attributes, or other coding exposed to assistive technologies that describes the nature and purpose of the element.
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Not Applicable	There are no multimedia presentations within Westlaw.
(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.	Supports with Exceptions	For much of the information conveyed with color, Westlaw has textual equivalents or underlying markup (e.g., headers tags) which are recognized when using assistive technologies.
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Supports	Documents are readable without using the associated style sheets. Westlaw provides textual equivalents for elements affected by style sheets and these elements are recognized by assistive technologies.
(e) Redundant text links shall be provided for each active region of a server-side image map.	Not Applicable	Westlaw does not use any server-side image maps.
(f) Client-side image maps shall be provided instead of server-side image maps except where the regions cannot be defined with an available geometric shape.	Not Applicable	Westlaw does not use any client-side image maps.
(g) Row and column headers shall be identified for data tables.	Supports with Exceptions	Row and column headers on most data tables generated by Westlaw provide identifiers to be used with assistive technologies. Content provided by third parties, such as U.S. government agencies, is, per U.S. copyright law, presented as delivered.
(h) Markup shall be used to associate data cells and header cells for data tables that have two or more logical levels of row or column headers.	Supports with Exceptions	For many data tables that have two or more logical levels of row or column headers, markup exists to associate data cells and header cells.
(i) Frames shall be titled with text that facilitates frame identification and navigation	Not Applicable	With a couple of exceptions, Westlaw does not use frames.
(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	Supports	Westlaw pages do not contain design elements that cause the screen to flicker, flash, or blink, or to refresh within the frequencies specified.
(k) A text-only page, with equivalent information or functionality, shall be provided to make a web site comply with the provisions of this part, when compliance cannot be accomplished in any other way. The content of the text-only page shall be updated whenever the primary page changes.	Supports with Exceptions	Currently, Westlaw has some text-only pages for pages that cannot be made accessible.

VPAT for Thomson Reuters Westlaw
SECTION 1194.22: CONTINUED

Criteria	Supporting Features	Remarks and explanations
(l) When pages utilize scripting languages to display content, or to create interface elements, the information provided by the script shall be identified with functional text that can be read by Assistive Technology.	Supports with Exceptions	JavaScript is required to use Westlaw, and the majority of the information provided by scripting is available to assistive technologies. However customers who cannot use a mouse may not be able to create Alerts.
(m) When a web page requires that an applet, plug-in or other application be present on the client system to interpret page content, the page must provide a link to a plug-in or applet that complies with §1194.21(a) through (l).	Supports with Equivalent Facilitation	Westlaw does require Adobe Flash Player and Adobe Acrobat Reader, both free applications. Adobe Flash Player is linked upon system detection if not present on the client system. Some content is additionally available via Portable Document Format (PDF), which requires the Adobe Acrobat Reader plug-in. Westlaw provides a link to the Adobe Acrobat Reader plug-in in the Help system. In many cases where content is available via PDF this format is being provided in addition to being available via HTML on Westlaw. For information on the accessibility of Adobe products, including Adobe Acrobat Reader, see http://www.adobe.com .
(n) When electronic forms are designed to be completed on-line, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.	Supports with Exceptions	In most cases forms on Westlaw provide appropriate labels, directions and cues to allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the forms.
(o) A method shall be provided that permits users to skip repetitive navigation links.	Supports	Westlaw has a “Skip Navigation” link that allows users to skip repetitive navigation links. For most of the site, heading markup is also in place to provide additional navigation for Assistive Technology users.
(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Supports with Exceptions	Westlaw does incorporate a time-out feature. If there is no user activity during a predetermined time frame (e.g., 60 minutes), a message is generated telling a user that they will be timed out if they do not respond within 5 minutes. If there is no response to the message in 5 minutes, the user is signed off of westlaw.com. If the default setting for this time-out feature is insufficient for users, it can be modified on an individual basis.

VPAT for Thomson Reuters Westlaw

SECTION 1194.31: FUNCTIONAL PERFORMANCE CRITERIA – DETAIL

Criteria	Supporting Features	Remarks and explanations
(a) At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for Assistive Technology used by people who are blind or visually impaired shall be provided.	Supports with Exceptions	Commonly used Assistive Technology works on a majority of Westlaw.
(b) At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support for Assistive Technology used by people who are visually impaired shall be provided.	Supports with Exceptions	Westlaw may require visual acuity great than 20/70 for some content that has lower levels of color contrast or uses highlighting.
(c) At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for Assistive Technology used by people who are deaf or hard of hearing shall be provided	Supports	User hearing is not required to use Westlaw.
(d) Where audio information is important for the use of a product, at least one mode of operation and information retrieval shall be provided in an enhanced auditory fashion, or support for assistive hearing devices shall be provided.	Supports	User hearing is not required to use Westlaw.
(e) At least one mode of operation and information retrieval that does not require user speech shall be provided, or support for Assistive Technology used by people with disabilities shall be provided.	Supports	User speech is not required to use Westlaw.
(f) At least one mode of operation and information retrieval that does not require fine motor control or simultaneous actions and that is operable with limited reach and strength shall be provided.	Supports with Exceptions	Fine motor control or simultaneous actions may be required in some instances to use Westlaw.

VPAT for Thomson Reuters Westlaw
SECTION 1194.41: INFORMATION, DOCUMENTATION, AND SUPPORT – DETAIL

Criteria	Supporting Features	Remarks and explanations
(a) Product Support Documentation	Supports	Users may request Thomson Reuters legal product documentation and reference materials in alternate formats. In addition, users may download free documentation, reference materials, and user guides at legalsolutions.com/documentation .
(b) Accessibility and Compatibility Features	Supports	Users may request descriptions of the accessibility and compatibility features in Thomson Reuters legal products.
(c) Support Services	Supports	<p>Thomson Reuters provides technical and customer support to accommodate the needs of users with disabilities and address issues related to the accessibility of Thomson Reuters legal products.</p> <p>Our services include:</p> <ul style="list-style-type: none"> ▪ Customer Technical Support to answer general and/or technical questions. 1-800-937-8529 or techsupport@thomsonreuters.com ▪ Reference Attorneys to provide assistance with research questions or working with our products. 1-800-733-2889 or referenceattorneys@thomsonreuters.com ▪ Telephone training for customers utilizing assistive technologies and other adaptive devices. 1-800-328-0109 or west.iamadmin@thomsonreuters.com ▪ Live Chat for the hearing impaired and other users. Available Monday-Friday from 7:00 a.m. to 12:00 midnight CST, excluding holidays. ▪ Assistive Technology Help Line for specific questions related to assistive technologies and adaptive software. 1-800-418-9378. <p>For further information on our support services, visit the Accessibility website at legalsolutions.com/accessibility</p>

This document is for information purposes only. THOMSON REUTERS MAKES NO WARRANTIES, EXPRESS OR IMPLIED, IN THIS DOCUMENT.

Revised October 1, 2015. Thomson Reuters provides new information about the accessibility of products as that information becomes available.