**\*From Website**

Accessibility Statement for Glean

Information about our current status and limitations

Accessibility Statement

We are committed to supporting all our customers and end users

We constantly strive to improve our products and services. Accessibility is at the heart of our designs and decisions; we consider the many ways that people can use and interact with our software and websites.

At Glean we take the following measures to ensure accessibility of our products and services:

Include accessibility in our internal policies

Provide accessibility training for our engineering staff

Assign clear accessibility goals and responsibilities

Use formal accessibility quality assurance methods

Conformance status

The Web Content Accessibility Guidelines (WCAG) defines requirements for designers and developers to improve accessibility for people with disabilities. It defines three levels of conformance: Level A, Level AA, and Level AAA.

Glean’s products and services are partially conformant with WCAG 2.1 level AA. Partially conformant means that some aspects of the content don't fully comply with the accessibility standard.

Feedback

We welcome your feedback on accessibility. You can reach out to us on email at help@glean.co.

We do our best to respond to feedback within 2 working days.

Compatibility with browsers and assistive technology

Glean products and services are designed to be compatible with assistive technologies.

Our websites and Glean Mobile apps are optimized to work with end users’ assistive technologies

Our web application, Glean Web, is optimized for Chrome and Edge and works with end users’ assistive technologies

Glean Web is not compatible with:

Versions of Edge before and including version 79. Version 80 and later may work, but we can't guarantee this

For more information see https://glean.co/specification

Limitations and alternatives

While we use our best efforts to ensure accessibility of our products and services, we recognize that there's always room for improvement. Below is a description of known limitations together with possible solutions that we are actively exploring. Please reach out to us at hello@glean.co if you spot an issue that isn't listed below.

Current known limitations for Glean:

Events. Page titles can be incomplete. If a user leaves the Event title blank, there could be multiple page titles of 'Untitled Event'. While this hasn't been reported by users as an issue, we're actively exploring ways to address this, such as giving each Event a unique name

Identical labels for buttons: On the Events page, all Events have a 'Move Event' button, however, we don't specify which Event will be moved when it's announced. The Event being moved can be inferred as it is the next tab after the Event title

Third party applications within Glean are not fully optimized for accessibility and we're actively working with our third party providers to help them to improve the accessibility of their products

The introduction tour and transcription features are not keyboard accessible. Alternatives for the introduction tour are available. We are working to identify solutions to address these issues.

Our guided tour feature requires a mouse. If a mouse isn't suitable for you, we provide several ways of learning Glean including an introduction video and onboarding articles.

Transcription requires focus mode. Our transcription service representing the recorded audio as text is accessible to screen readers, however, NVDA users will need to use Insert + Space to interact with the component in Focus Mode.

Assessment approach

We assessed the accessibility of our products and services using the following approaches:

Self-evaluation

External evaluation

We employ an accessibility specialist who works with our in-house design and development teams

Evaluation report

A copy of our latest VPAT (Voluntary Product Accessibility Template) is available on request. Please email hello@glean.co.

Date

This statement was last updated on 5th April 2022