

Accessibility Statement

POLICY STATEMENT

Credibled Inc. (“Credibled”) is committed to making its platform usable by as many people as possible, including people who rely on assistive technologies such as screen readers, keyboard-only navigation, or magnification. Accessibility matters in our context: the candidates and referees who use Credibled are members of the public invited into a hiring process by our clients, and our clients include public institutions with their own accessibility obligations under Ontario law.

1. SCOPE

This statement covers the Credibled web application at app.credibled.com, including the sign-in page, the client (recruiter) dashboard and reference-request workflow, and the candidate and referee flows used to submit referee details and complete references. The marketing website at credibled.com is maintained separately and is progressively aligned to the same standard.

2. STANDARD

Credibled has adopted the Web Content Accessibility Guidelines (WCAG) 2.1 Level AA as its working standard. As an organization with fewer than twenty employees, Credibled is below the threshold at which Ontario’s Accessibility for Ontarians with Disabilities Act (AODA) requires WCAG conformance of public websites; Credibled applies the standard voluntarily because its clients include organizations, such as school boards and other public institutions, that require their vendors to support their own accessibility obligations.

3. CURRENT CONFORMANCE STATUS

The Credibled platform is partially conformant with WCAG 2.1 Level AA: parts of the platform meet the standard, and known exceptions are listed below and under active remediation.

In July 2026, Credibled performed an automated accessibility assessment of its primary user flows using Google Lighthouse (v13.3), covering the sign-in page, the reference-request workflow, the reference results view, and the candidate and referee submission flow, on both desktop and mobile form factors. Automated accessibility scores across these pages ranged from 78 to 90 out of 100.

Known issues identified

- Some form fields and select controls lack programmatically associated labels, which affects how screen readers announce them.
- Some text and interface elements do not meet the minimum colour-contrast ratio.
- Some ARIA roles are not contained by their required parent elements, and some pages lack a main landmark or use headings out of sequential order, which affects assistive-technology navigation.
- On the candidate and referee flow, some elements use positive tabindex values, which can make keyboard navigation order unpredictable.

Automated testing identifies only a subset of accessibility issues. Manual keyboard-navigation and screen-reader testing of the same flows is planned as the next assessment step.

4. REMEDIATION

Identified issues have been logged and prioritized, with keyboard-navigation defects on the candidate and referee flow treated as the highest priority because those pages are used by members of the public. Fixes are being addressed through Credible's regular release cycle, and the assessment is repeated after remediation to verify improvement. This statement is reviewed and updated at least annually and after material changes to the platform.

5. FEEDBACK AND ACCOMMODATION

Anyone who encounters an accessibility barrier while using Credible, or who requires assistance completing a reference or accessing their information, can contact support@credible.com. Credible will respond promptly, work to provide the information or service through an accessible alternative where needed, and use the report to prioritize remediation. Accessibility feedback is welcome and is treated as an input to the remediation program.

6. RESPONSIBILITY

This statement is owned by Credible's Security Officer, who is responsible for keeping it current and for ensuring accessibility findings are tracked to resolution.

7. DOCUMENT CONTROL

Document Name	Accessibility Statement
Version	1.0
Effective Date	July 19, 2026
Assessment Date	July 19, 2026 (Google Lighthouse v13.3, desktop and mobile)
Owner	Security Officer (Elvine Assouline)
Next Review	July 2027 (annual), or after material platform changes