

Accessibility Policy for TN NA DevOps Software

1. Purpose

The purpose of this Accessibility Policy is to ensure that all software products designed and developed by Trouw Nutrition North America (TN NA), specifically applications developed by the TN NA DevOps group, are usable by the widest range of people, including individuals with disabilities. Accessibility is a core component of quality, usability, and equity in our digital products.

2. Scope

This policy applies to:

- All software products, features, and user interfaces created or maintained by the TN NA DevOps group.
- All relevant teams involved in the design and development lifecycle (design, development, and QA).

Priority of accessibility implementation:

- Some legacy software products (e.g. WorkBench, MySamples) that we lack the resources to properly retool, thus applying accessibility principles to such products will be regarded as lower priority
- Customer-facing products will be given higher priority than internal-only products

3. Policy Statement

Trouw Nutrition North America DevOps is committed to designing and building software that meets recognized accessibility standards and ensures an inclusive experience for users with diverse abilities. We aim for our products to be perceivable, operable, understandable, and robust for all users.

4. Accessibility Requirements

Our goal is to comply with:

- **WCAG 2.1 AA** (minimum standard; WCAG 2.2 when applicable)
- Applicable accessibility laws and regulations in relevant jurisdictions

5. Testing & Verification

Accessibility testing is required during:

- Design prototype reviews

- Development QA cycles
- Pre-release accessibility audits
- Regression testing for major updates

Testing methods include:

- Automated accessibility testing tools (WAVE, Web Developer)
- Manual keyboard-only navigation testing
- Adhering to process checklists developed specifically for our software products

6. Roles & Responsibilities

- **Design Team:** Ensure all UX/UI deliverables comply with accessibility design standards.
- **Development Team:** Build accessible components and ensure compliance with WCAG requirements.
- **Product Owner:** Prioritize accessibility, plan updates, and ensure compliance with regulations.
- **QA Engineer:** Perform and verify accessibility testing during sprint assessments and pre-release regression testing
- **All Staff:** Maintain awareness of accessibility best practices and participate in training.

7. Training & Education

- All employees involved in the product lifecycle should as a minimum receive training in accessibility best practices, for example the [Digital Accessibility Foundations - Free Online Course](https://www.w3.org/WAI/courses/foundations-course/) at <https://www.w3.org/WAI/courses/foundations-course/>

8. Continuous Improvement

Accessibility is an ongoing commitment. We will:

- Review this policy annually.
- Encourage user feedback and respond to accessibility-related issues promptly.
- Track emerging standards and update our practices accordingly.

9. Contact & Feedback

Users who encounter digital accessibility barriers may contact **Amanda Powell** at amanda.powell@trouwnutrition.com. Concerns will be reviewed promptly, and corrective steps will be taken as needed.