Commitment to Accessibility

Workday recognizes the importance of accessibility, so we design products that all users can access, regardless of their abilities. We believe everyone benefits from having a single unified and accessible experience.

Users of assistive technology use Workday. Our software delivery model leverages two advantages to incorporate accessibility across our solutions. First, Workday works for everyone—users do not require special configuration to enable their assistive technology to interact with Workday. Second, continuous accessibility enhancements to features are delivered to all customers simultaneously with service updates.

Customers want choices, and Workday brings accessibility to the devices they prefer via our browser technology platform as well as native mobile Android and iOS applications.

The Workday Approach to Accessibility

Because Workday considers accessibility with the development of every new product or functionality, we can deliver an inclusive and broad user experience that keeps pace with our continuous innovation.

As of our update released in February 2019, we verify that user experience enhancements are designed with accessibility criteria and evaluated in alignment with Web Content Accessibility Guidelines (WCAG) success criteria before general availability to customers.

Accessibility criteria is established during the design phase of development to help meet the needs of assistive technology customers. Product managers and developers have clear functionality objectives that are evaluated by quality assurance, subject matter experts, or via automated testing before shipping to your tenant.

Ensuring that product development does not introduce new issues gives us time to work closely with assistive technology customers to prioritize enhancements in our remediation queue.

Supporting All Users

One experience for everyone ensures all users have access to the same features and functionality, enabling better support of customer issues and documentation. But all users have preferences when it comes to how they interact with digital content—maybe it’s a particular browser, device, or screen resolution.

Key Benefits

- One user experience—a single inclusive experience for all users regardless of abilities
- Native mobile support—accessibility is integrated into our solutions
- Continuous innovation—our technology evolves with accessibility in mind
- Design system—the Workday Canvas Design System incorporates accessibility, giving designers the knowledge and ability to be inclusively minded
- Subject matter experts—evaluations with people who understand assistive technologies, giving insight into users’ experiences from a variety of perspectives

The Workday accessibility team logo “a11y” is a short way of writing “accessibility,” and represents the 11 letters between the A and Y.
Because users of assistive technology aren’t required to disclose their specific need, you may be unaware of the people in your organization that are taking advantage of it. We strive to create a seamless experience for all users, and special configurations or settings can pose a barrier to some.

Investment in Automation
Workday continues to invest in adding automation to our development pipeline. Evaluating accessibility criteria against an established rule set enables us to validate code consistency as enhancements are delivered, and gives evaluators the ability to focus on more complex usability needs that can’t be assessed without manual investigation.

Accessibility Research and Training Lab
Workday has invested in a dedicated space to promote digital inclusion through education, hands-on training, and user research activities. A dedicated series of workstations equipped with assistive technologies simulates the user experience, helping researchers gain a broader understanding of user interaction. This lab also provides the product team with an evaluation space when considering designs in conjunction with our customers.

Workday is investing in accessibility research as part of our overall commitment to user design and we are incorporating inclusive user research into our product development lifecycle. The insights we gain help us deliver great solutions.

Partnership with Customers
Workday believes in the value of customer relationships and the spirit of collaboration. We promote engagements in many ways—from facilitating hands-on reviews of key components to strategic accessibility conversations. This collaboration helps ensure that we continue to meet the needs of our customers as we innovate.

Workday applications offer:
• Common screen readers for the visually impaired, as well as a responsive interface with the ability to zoom in
• Focus indication and keyboard support for non-mouse users
• Compatibility with speech-to-text software for hands-free users
• Color and contrast enhancements provided by assistive technology

“ We believe a supportive and inclusive workplace, where everyone feels valued and included, is the key to great products, happy customers, and an enduring company.
Carin Taylor
Workday Chief Diversity Officer

Members of the Workday product development organization celebrating accessibility and the opening of our accessibility research and training space.
**Evaluating Accessibility**

The WCAG forms the foundation for the inclusion of digital content across the globe. Workday evaluates criteria from WCAG version 2.1 level A and AA using multiple methodologies, including a combination of automated and manual testing with those familiar with assistive technology.

**Case Study: Absence Calendar**

Previously, users of assistive technology used the alternative calendar view within Workday to access the absence calendar. This experience, while technically accessible, was less than ideal for users who wanted to request extended periods of time off.

With Workday 2020.R1, we took the opportunity to visually update the absence calendar experience for all users; this update also provides support for keyboard and screen reader users, removing the need for the alternative calendar. Users can quickly navigate and select time-off dates regardless of their assistive technology.

Users of Workday Android or iOS applications also receive the experience they expect as they touch and swipe across their devices. This enhancement leverages the power of inclusive design and recognizes the contribution of all users in the product development lifecycle.

We're continuing to innovate the future of work and recognize that users don’t always want to interact the same way. Workday assistant offers users a faster, easier, and more intuitive way to interact conversationally with Workday. There is no need to access the calendar to request an absence.

**How does keyboard accessibility work?**

Users can manipulate the arrow keys to navigate between days, spacebar or enter to select dates, and page up and page down to navigate between months.

**Compliance and Documentation**

Workday includes accessibility in our design of the generally available version of the Service. Workday evaluates its products against Section 508 or WCAG 2.1 A/AA standards but does not warrant compliance with Section 508 or WCAG 2.1 A/AA or any other jurisdictional standards. Workday documentation includes the “Accessibility in Workday Applications” document, which summarizes the Service’s support for the standards promulgated under Section 508, as well as international standards such as WCAG 2.1 A/AA. Workday updates this documentation as needed to reflect changes in the Service.

Different user experiences can depend on the compatibility assistive technologies provide. By evaluating commonly used platforms, browsers, and assistive technologies we work to eliminate discrepancies and promote consistent user experiences across solutions.

SAFE HARBOR STATEMENT:
This document may contain forward-looking statements for which there are risks, uncertainties, and assumptions. If the risks materialize or assumptions prove incorrect, Workday’s business results and directions could differ materially from results implied by the forward-looking statements. Forward-looking statements include any statements regarding strategies or plans for future operations; any statements concerning new features, enhancements or upgrades to our existing applications or plans for future applications; and any statements of belief. Further information that could affect Workday’s results is included in our filings with the Securities and Exchange Commission which are available on the Workday investor relations webpage: www.workday.com/company/investor_relations.php. Workday assumes no obligation for and does not intend to update any forward-looking statements. Any unreleased services, featured, functionality, or enhancements referenced in any Workday document, roadmap, blog, our website, press release or public statement that are not currently available are subject to change at Workday’s discretion and may not be delivered as planned or at all. Customers who purpose Workday, Inc. services should make their purchase decisions upon services, features, and functions that are currently available.