



Use of this framework

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Vendor Accessibility Verification Questionnaire

This questionnaire is designed to help you evaluate the true accessibility of security products beyond vendor marketing claims. Use it during your procurement process to identify potential accessibility barriers before purchase and to hold vendors accountable for their accessibility promises.

The questions below address common accessibility gaps in security products and require vendors to provide specific evidence rather than general assurances. Ask vendors to complete this questionnaire and provide supporting documentation for each response.

When reviewing responses, look for concrete evidence (such as test results, videos, or third-party verifications) rather than vague promises. Remember that accessibility isn't just a compliance issue; it's a fundamental security requirement that affects how effectively your entire workforce can use these tools.

Demand evidence, not marketing claims.

Question	Red Flag Response	Acceptable Response	Best Practice Response
How was your product tested for accessibility?	"We ran automated tests" or "It's WCAG compliant"	"Independent accessibility audit with findings and remediation plan"	"Regular testing by users with disabilities throughout development plus independent verification"
Which assistive technologies have been verified with your system?	Vague claims or "We support all technologies"	List of specific screen readers and assistive technologies with versions	Comprehensive compatibility matrix with test dates and documented limitations
Can you provide video demonstrations of critical security functions with assistive technology?	"We can show you after purchase"	"Yes, we can demonstrate key functions"	"We have recorded sessions showing all critical security functions with multiple assistive technologies"

What third-party has verified your accessibility claims?	"Our internal team" or "We self-certify"	Named accessibility specialist with summary findings	Recognised accessibility authority with full audit report and ongoing verification
How are accessibility issues addressed in your product roadmap?	"We address issues as they're reported"	"Regular accessibility releases with prioritisation framework"	"Accessibility built into development process with disabled users involved in design"
What contractual guarantees do you provide regarding accessibility?	None, or "Standard SLAs apply"	Specific remediation timelines for critical accessibility issues	Financial penalties for false accessibility claims and priority resolution process
How do you accommodate neurodivergent users?	"What do you mean?" or "We follow standards"	"Multiple interface options with reduced visual complexity"	"Adaptive interfaces supporting different cognitive styles with personalisation options"
What accessibility training do your developers receive?	"As needed" or "We follow guidelines"	"Regular training on accessibility standards and testing"	"Comprehensive accessibility curriculum with disabled-led workshops and certification"