

The Professional Associations for Customer Engagement (PACE) is committed to providing an optimal user experience for everyone. To this end, we have also committed to achieving and maintaining full accessibility for all of our online properties and services. Our goal is for these websites and services to be accessible for people with disabilities wherever possible.

To achieve this, we have partnered with Perspective Tester, a web accessibility consultant. This partnership provides for regular testing of our digital assets using assistive technologies including but not limited to screen readers. This testing is performed to the standards defined in the Web Content Accessibility Guidelines (WCAG) version 2.1, level AA criteria, bringing our sites into conformance with the Americans with Disabilities Act of 1990. All aspects of our sites, including our forms and policy pages, undergo regular testing against these WCAG requirements, which also provides conformance with the California Consumer Privacy Act accessibility requirements.

We have taken the following measures to support accessibility across our digital assets:

- Include accessibility as an objective for our design, UX, marketing and development teams
- Include accessibility in our procurement process
- Provide regular manual testing with assistive technologies for all digital assets
- Include people with disabilities in the testing process

PACE is committed to making the information and services on its public websites accessible to all users. We strive to make our sites accessible for people with disabilities and offer assistance when needed. If you are having trouble navigating our websites because of a disability please call us at 623.258.3583 or email us at [contact@paceassociation.org](mailto:contact@paceassociation.org).

Please be aware that our process of testing and remediation is ongoing. We test with multiple device combinations and a variety of assistive technologies. We strive to achieve the highest level of accessibility in all areas but understand due to the ever-changing landscape of the Web and the variety of assistive technologies available occasional issues may arise for a particular user. Should this happen to you please contact us at the phone number or email address above. Please specify the location and nature of the issue and we will respond in a timely manner and provide assistance.

Our websites provide links to companies and services outside of our organization. This includes our partners, affiliates and some third parties who handle our registration for events. Some of these elements are currently not accessible and we do not have access to the source code to make them accessible. In these areas we are working on finding accessible solutions and encourage any user experiencing difficulty to contact us for assistance.

PACE encourages all sites in our network to be compliant with the accessibility requirements but has no control over these sites and cannot assure their accessibility.