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GrackleDocs Services Quality Control Process

Documents remediated by GrackleDocs for accessibility ensure usability and meet or exceed all applicable compliance under WCAG 2.1 AA and accessible PDF known as PDF/UA (ISO-14289-1).

Documents are compliant for universal accessibility to meet or exceed regulatory compliance including:

- American with Disabilities Act (ADA)
- U.S. Section 508 of the Rehabilitation Act (Section 508)
- The Accessibility for Ontarians with Disabilities Act (AODA)
- The Accessible Canada Act (ACA)
- Standard sur l'accessibilité des sites Web (SGQRI 008 2.0)

GrackleDocs provides unparalleled leadership in PDF accessibility services due to our technical capabilities, development capabilities, fair and cost-effective pricing, exceptional service and focus on achieving the best possible end-user experience. PDFs made accessible by us maintain the same layout and design.

GrackleDocs collaborates with people with print disabilities to help develop solutions and overcome challenges they encounter with content and document formats and participates on several ISO committees focused on PDF and PDF Accessibility standards.

For each document remediated by the Service team, the Quality Assurance /

With our Remediation process, there are up to 2 levels of quality control. Quality Control in terms of PDF's, includes:

- Ensure Client Specific Requirements are applied.
- Review completed remediation PDF's and ensure PDF/UA, WCAG and GrackleDocs Inc. remediation standards are met.
 - Metadata
 - Bookmarks (follows headings/appropriate navigation)
 - Page Numbers applied
 - Content panel check (unicoding/spaces)
 - Tags panel check (Reading order, heading level consistency, language attributes and other properties are applied and correct, ensure tagging structure choices make sense and are standard tagging practices)
 - ALT-Text (correct and reads appropriate to the <Figure>)
 - Link testing (external/internal/navigation)



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- Ensure there is consistency between multiple documents of a similar structure, if applicable to a job.
- Comparison of final PDF to source for clearance of no visual fidelity changes
- Ensure testing of PDF/UA compliance is completed, utilizing PAC 2021, Acrobat Adobe Checker, and additional validation tools, prior to document securing.
- Test readability of the file (Screen reader preview, NVDA, JAWS, other methods as required)
- Follow securing and document delivery protocols as described in the client specific requirements for each Individual contract.

For each document remediated, we validate it using the PDF Accessibility Checker (PAC) provided by the PDF/UA Foundation. This tool evaluates the accessibility of PDF files according to ISO Standard 14289-1 (PDF/UA) by using the Matterhorn Protocol. It checks 107 criteria that can be checked automatically. A report is provided with each document which indicates the PDF/UA requirements have been fulfilled.