



NATIONAL MEDIATION BOARD
Office of Information Services
Washington, D.C. 20572

NMB SECTION 508 POLICY

Policy #8300

Version 1.0
November 1, 2023

For the Board:

A handwritten signature in black ink, appearing to read "Deirdre Hamilton".

11/1/2023

Deirdre Hamilton
Chair



Table of Contents

1. PURPOSE.....	1
2. SCOPE	1
3. BACKGROUND.....	1
4. AUTHORITIES	2
5. POLICY STATEMENT.....	2
5.1 User Needs Identification.....	3
5.2 Equal Access	3
5.3 ICT Procurement	3
5.4 Content and Communication.....	3
5.5 Funding and Programs	3
5.6 Governance.....	3
5.7 Monitoring and Compliance.....	3
5.8 Grievance Procedure	3
6. ROLES AND RESPONSIBILITIES	4
6.1 Head of the Agency and Board Members	4
6.2 Chief Information Officer	4
6.3 Chief Financial Officer.....	4
6.4 Section 508 Program Manager.....	5
6.5 Contracting Officers and Contracting Officer Representatives	5
6.6 IT Staff	5
6.7 User Interface/User Experience (UI/UX) and Customer Experience (CE) Designers.....	6
6.8 Web Content Managers (or Equivalent) (working with the CIO).....	6
6.9 Software Developers	6
6.10 Employees and Contractors.....	6
7. ACCESSIBILITY STANDARDS	7
7.1 Mandatory Technical Requirements	7
7.2 Consistency in ICT Development, Modification, and Acquisition.....	7
7.3 Ongoing Compliance in Upgrades and Changes.....	7



7.4	Email Accessibility	7
7.5	ICT Procurement Contracts.....	7
8.	PROCUREMENT	8
8.1	Development of Technical Specifications.....	8
8.2	Documentation Requirements	8
8.3	Market Research Procedures	8
8.4	Commercial Availability Criteria.....	8
8.5	Selection When Full Compliance is Unattainable.....	8
9.	PRODUCTION EVALUATION & REMEDIATION	8
9.1	Compliance Assessment Process	8
9.2	Vendor and Developer Requirements	8
9.3	Deployment and Ongoing Compliance	9
10.	EXCEPTIONS	9
10.1	Accessibility Requirement	9
10.2	Authority for Granting Exceptions.....	9
10.3	Documentation and Review of Exceptions	9
10.4	ICT Exception Types	9
10.4.1	Undue Burden Exception.....	9
10.4.2	Fundamental Alteration Exception	9
10.5	Alternative Access Measures	9
11.	DOCUMENTS	10
11.1	Website and Contractor Requirements.....	10
11.2	Public-Facing Electronic Content	10
11.3	Official Agency Communications.....	10
11.4	Special Content Considerations	10
12.	TRAINING AND AWARENESS.....	10
13.	COMPLAINTS AND GRIEVANCES.....	10
13.1	Complaint Submission	11
13.2	Complaint Resolution Process	11
13.3	Supplementary Communication Channels.....	12



14. MONITORING AND REPORTING.....	12
14.1 Compliance Monitoring	12
14.2 Self-Assessment	12
14.3 Annual Reporting	12
14.4 Corrective Action Plans	12
14.5 Internal Oversight.....	12
14.6 Public Feedback	12
14.7 Documentation	12
APPENDIX A: RESOURCES AND LINKS	14
APPENDIX B: TERMS AND DEFINITIONS	15



1. PURPOSE

The purpose of this policy is to ensure that all Information and Communication Technology (ICT) developed, procured, maintained, used by, or disseminated on behalf of the National Mediation Board (NMB) is accessible to individuals with disabilities per Section [508 of the Rehabilitation Act of 1973](#), as amended ([29 U.S.C. § 794.d](#)). ICT refers to hardware, software, support documentation, services, and electronic content, such as website content, Word documents, PDFs, and PowerPoint presentations. By providing a consistent foundation for our agency to build, mature, and sustain a successful accessibility program, this policy seeks to fully integrate accessibility considerations into our processes and foster a diverse environment that allows individuals of all abilities to work, interact, and develop into leaders.

2. SCOPE

This policy applies to all employees, contractors, and other individuals working on behalf of NMB.

While this policy does not apply to the internal ICT of an NMB contractor's workplace, it does apply to any final ICT product identified as a deliverable within the Performance Work Statement (PWS), Scope of Work (SOW), or Statement of Objectives (SOO) produced by a contractor for NMB.

3. BACKGROUND

Section 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C § 794d), is a federal law that mandates the accessibility of Information and Communication Technology (ICT) (formerly referred to as EIT - Electronic and Information Technology) in federal agencies. The purpose of Section 508 is to eliminate barriers to information access, ensuring that individuals with disabilities have equal access to and use of information and data.

Before Section 508, individuals with disabilities faced significant challenges in accessing electronic information and services provided by federal agencies. These challenges led to a disparity in access to essential services and information, affecting employment, education, and various aspects of daily living for many citizens with disabilities.

Congress enacted Section 508 to address these disparities and to promote the development of technologies that are accessible to all individuals, including those with physical, sensory, or cognitive disabilities.

The Architectural and Transportation Barriers Compliance Board (commonly referred to as the Access Board), an autonomous Federal body focused on enhancing accessibility for individuals with disabilities, introduced the first foundational regulation for Section 508. Known as the "ICT Accessibility Standards," this rule became law on June 21, 2001. It outlines the definitions, technical specifications, and performance criteria for Section 508 compliance.

A subsequent regulation updated the Federal Acquisition Regulations (FAR) to align with the Access Board's standards, taking effect on June 25, 2001. Other laws, like Section 501 and 504



of the Rehabilitation Act, also mandate equal access to information for those with disabilities.

In response to technological advances and market shifts, the Access Board released an updated rule on January 18, 2017. This update harmonized these requirements with other U.S. and international guidelines, including those of the European Commission and the Web Content Accessibility Guidelines (WCAG) set by the World Wide Web Consortium (W3C). The Access Board corrected the final rule on January 22, 2018, only intended to address some minor errors from the 2017 release.

Non-compliance with Section 508 can lead to serious consequences for NMB. Individuals with disabilities can file administrative complaints or even civilian legal actions if denied equal access to ICT. This policy applies to all ICT products and services that NMB develops, acquires, maintains, utilizes, or has disseminated on its behalf.

Within FAR 2.101, the definition of ICT expanded to include hardware such as telecommunication products, information kiosks, and office equipment. Office of Management and Budget (OMB) Circular A-130 further expands this to include software, firmware, and related services.

The Access Board has clarified that equipment with embedded information technology, which does not primarily function to manage information, falls outside the ICT category as per Section 508 standards.

4. AUTHORITIES

- a. 29 U.S.C. §794d Public Law 105-220, “Section 508 of the Rehabilitation Act of 1973, as amended in the Workforce Reinvestment Act of 1998”
- b. Title 6, United States Code (U.S.C.), § 112 “Secretary; functions”
- c. Title 40, U.S.C., 11101 (6), “Clinger-Cohen Act of 1996”
- d. Title 44, U.S.C., § 3501, “E-Government Act of 2002”
- e. Title 36, Code of Federal Regulations (CFR), Part 1194, “Electronic and Information Technology (EIT) Accessibility Standards”
- f. Title 48, CFR, 39.204, Federal Acquisition Regulations (FAR) –“Acquisition of Information Technology”
- g. Title 6, CFR, 15, DHS Section 504 regulation, “Enforcement of Nondiscrimination on the Basis of Disability in Programs or Activities Conducted by the Department of Homeland Security”
- h. Office of Management and Budget (OMB) Circular A-130, Management of Federal Information Resources (61 FR 6428, February 20, 1996)

5. POLICY STATEMENT

NMB is committed to ensuring that the agency’s Information and Communication Technology (ICT) developed, procured, maintained, financed, or utilized is accessible to individuals with disabilities. NMB will apply exemptions to Section 508 compliance minimally and only when



necessary. The Access Board determines the minimum standards for accessibility.

This policy aligns with Section 501, which promotes affirmative employment practices for individuals with disabilities, and Section 504, which prohibits discrimination based on disability. This policy imposes no new obligations beyond existing legal requirements.

NMB Specific Commitments:

5.1 User Needs Identification

NMB will proactively identify the requirements of users with disabilities during the development, procurement, maintenance, or utilization of ICT. Identifying requirements involves determining how these users will interact with the technology and ensuring that ICT configurations are disability-friendly.

5.2 Equal Access

NMB is dedicated to providing its community and customers with disabilities access to electronic information and data comparable to those without disabilities unless an authorized Section 508 exception is in effect. The agency will provide alternative means or formats if full compliance imposes an undue burden.

5.3 ICT Procurement

All ICT products acquired by NMB will be the most Section 508 compliant option that also fulfills business needs. The selection process will adhere to NMB's acquisition policies, prioritizing Section 508 compliance and ICT accessibility.

5.4 Content and Communication

All electronic communications and content published online by NMB will adhere to the applicable requirements of Section 508.

5.5 Funding and Programs

All programs funded by NMB are required to maintain electronic accessibility in activities and communications.

5.6 Governance

NMB will integrate Section 508 compliance into all System Development Life Cycle (SDLC) checkpoints and other Information Technology governance processes.

5.7 Monitoring and Compliance

NMB will actively monitor compliance with this policy.

5.8 Grievance Procedure

NMB will provide a mechanism for filing noncompliance complaints for NMB staff and the general public.



6. ROLES AND RESPONSIBILITIES

6.1 Head of the Agency and Board Members

- a. Support and enforce this policy.
- b. Designate a Section 508 Program Manager/Coordinator to oversee compliance.
- c. Ensure all individuals involved in acquisition planning and requirements generation specify needs and develop plans, specifications, etc., that address ICT accessibility using standards issued in [36 CFR Part 1194](#).

6.2 Chief Information Officer

- a. Provide guidance and approval across NMB to ensure compliance with Section 508 related policies and procedures for major and minor IT acquisitions.
- b. Provide guidance and approval to ensure procurements of ICT paid for using Government purchase cards comply with the Federal Acquisition Regulations (FAR) – Subpart 39.2 – Electronic and Information Technology.
- c. Approve all ICT purchases.
- d. Establish the agency’s Section 508 program and provide leadership.
- e. Appoint the Section 508 Program Manager/Coordinator for the agency.
- f. Incorporate Section 508 accessibility considerations into the planning, operation, and management of any ICT the agency develops, uses, or maintains.
- g. Collaborate with the agency Contracting Officers and Contracting Officer Representatives to ensure Section 508 consideration when procuring ICT.
- h. Ensure accessibility to all IT portfolio products and services that NMB procures, develops, uses, and maintains.

6.3 Chief Financial Officer

- a. Guide NMB to ensure compliance with Section 508 policies and procedures related to purchase card acquisitions.
- b. Guide the agency to ensure all ICT procured using Government purchase cards complies with the Federal Acquisition Regulations (FAR) – Subpart 39.2 – Electronic and Information Technology.
- c. Responsible for agency performance of acquisition activities and programs, including developing the agency's acquisition workforce (Agency Chief Acquisition Officer (CAO) role).
- d. In collaboration with the CIO, ensure the incorporation of Section 508 requirements into any IT procurements by the agency (Agency Chief Acquisition Officer (CAO) role).
- e. Approve all ICT purchases.



6.4 Section 508 Program Manager

- a. Coordinate the implementation of this policy, provide guidance, oversee training, and handle grievances related to Section 508 compliance.
- b. Manage the NMB Section 508 program on behalf of the Chief Information Officer (CIO), including developing and maintaining agency policies, guidance, and best practices.
- c. Consult with or participate in agency capital planning, business case development, and IT governance to ensure Section 508 is appropriately considered for all ICT across the IT and acquisition lifecycles.
- d. Partner with other Section 508 Coordinators throughout the Federal Government to assist in meeting Section 508 goals and objectives.

6.5 Contracting Officers and Contracting Officer Representatives

- a. Ensure that all digital service and technology procurement evaluations conform to Section 508.
- b. Ensure that Requests for Proposals and Statements of Works call for Section 508 conformance in all digital service and technology deliverables.
- c. Ensure all contractual actions for ICT items and services include relevant Section 508 compliance language.
- d. Ensure purchase requests provide all Section 508 documentation, retain this documentation for tracking purposes, and provide copies to the NMB Component Section 508 coordinator.
- e. Oversee the agency's performance in acquisition activities and programs, including developing NMB's acquisition workforce.
- f. Collaborating with the CIO to incorporate Section 508 requirements into any ICT that NMB procures.
- g. Provide management direction for system acquisitions across the agency, including implementing NMB's unique acquisition policies, regulations, and standards.

6.6 IT Staff

- a. Ensure all digital services and technology solutions are designed and tested for Section 508 conformance.
- b. Ensure the accessibility of the IT portfolio products and services the agency procures, develops, uses, and maintains.
- c. Ensure the integration of Section 508 requirements and best practices into electronic content, such as procedures, training materials, online training, and learning management systems.
- d. Evaluate agency ICT for conformance with Section 508 standards and maintain a record of findings.



-
- e. Collaborate with agency staff to ensure agency IT portfolio products and authenticated and transactional services conform with Section 508 standards.
 - f. Ensure that ICT products and services avoid introducing security risks associated with non-conformance.

6.7 User Interface/User Experience (UI/UX) and Customer Experience (CE) Designers

- a. Design and develop digital services with accessible user interfaces.
- b. Follow all relevant policies and procedures.
- c. Ensure that Intranet and Internet Web content, including links to Web applications and non-HTML files, fully conforms to the Section 508 ICT Accessibility Standards and meets Functional Performance Criteria.
- d. Incorporate Section 508 accessibility considerations into the planning, operation, monitoring, upgrading, and management of any website the agency procures, develops, uses, or maintains.
- e. Ensure that electronic content and media published and distributed on the NMB website conform with Section 508 standards.
- f. Ensure that publicly available websites conform with the U.S. Web Design System.

6.8 Web Content Managers (or Equivalent) (working with the CIO)

- a. Follow all relevant policies and procedures.
- b. Ensure that Intranet and Internet Web content, including links to Web applications and non-HTML files, fully conforms to the Section 508 ICT Accessibility Standards and meets Functional Performance Criteria.
- c. Incorporate Section 508 accessibility considerations into the planning, operation, monitoring, upgrading, and management of any website the agency procures, develops, uses, or maintains.
- d. Ensure that electronic content and media published and distributed on the agency's website conform with Section 508 standards.
- e. Ensure that publicly available websites conform with the U.S. Web Design System.
- f. Create and publish accessible content, documents, products, and systems.

6.9 Software Developers

- a. Design and develop digital services with accessible user interfaces.
- b. Create and maintain software, websites, and mobile applications conforming to Section 508 Standards.

6.10 Employees and Contractors

- a. Comply with this policy and work with the Section 508 Program Manager to ensure that ICT is accessible.
- b. Use accessible techniques and best practices to create, publish, and collaborate.



- c. Create and publish content, products, and systems that are accessible.
- d. Ensure all content and products created conform with Section 508 standards before allowing it to be posted, published, or distributed.
- e. Schedule and host meetings/events using accessible materials and techniques to ensure people with disabilities have equivalent access to information.

7. ACCESSIBILITY STANDARDS

All ICT must comply with the technical standards and guidelines described in the Section 508 standards, including but not limited to

- a. Providing alternative text for non-text content.
- b. Ensuring that users may perform all functions via a keyboard.
- c. Providing captions for multimedia.

7.1 Mandatory Technical Requirements

All Information and Communication Technology (ICT) must adhere to the Access Board's technical standards unless NMB's designated Section 508 Program Manager formally grants an exemption.

7.2 Consistency in ICT Development, Modification, and Acquisition

NMB will ensure that all ICT products and services, whether developed, modified, or acquired, align with Section 508 requirements set forth by the Access Board and the Federal Acquisition Regulation (FAR). NMB will inform contractors of standards applicable to their products and services.

7.3 Ongoing Compliance in Upgrades and Changes

Any updates or modifications to NMB's ICT offerings must remain compliant with the Access Board's ICT Accessibility Standards and the FAR's final rule on ICT. This requirement covers all electronic communications, including text, graphics, audio, and video.

7.4 Email Accessibility

All internal and external emails must be accessible to recipients with disabilities, including all text, attachments, graphics, audio, video, and hyperlinks. Efforts to meet Section 508 standards are required even when sending emails to known individuals without disabilities or sharing working drafts. NMB must provide accessible formats upon request.

7.5 ICT Procurement Contracts

Contracts and purchasing agreements for ICT and related services must include clauses for Section 508 compliance. Exceptions require a formal process compliant with NMB's established procedures and applicable laws. Contracting officers and those making individual purchases should aim for maximum compliance with the technical requirements. Product solicitations should also consider options that offer equivalent accessibility alongside those that strictly adhere to the Access Board's standards.



8. PROCUREMENT

When procuring ICT, NMB shall include relevant Section 508 compliance requirements in solicitations and contracts and evaluate products or services for compliance before purchase.

8.1 Development of Technical Specifications

NMB must formulate ICT technical specifications and minimum requirements based on market research findings and specific needs. All subsequent ICT procurement documents, including solicitations and contracts, should accurately represent these specifications.

8.2 Documentation Requirements

Any insights gained from market research must be well-documented and stored within the contractual or purchasing files related to each ICT procurement.

8.3 Market Research Procedures

NMB will adhere to its established protocols for conducting market research for each ICT acquisition. The research will be guided by the standards set out in 36 CFR Part 1194 and FAR 10.01(a)(3)(vii). NMB staff will consult vendor websites and the Government's Section 508 website to assess the availability of compliant products and services.

8.4 Commercial Availability Criteria

Commercially available status for ICT items requires at least one of the following conditions to be satisfied:

- It is already for sale in the commercial marketplace.
- It will become commercially available in time to meet the solicitation deadlines.
- Minor modifications will make the item available in time for the solicitation.

8.5 Selection When Full Compliance is Unattainable

In cases where no commercially available products fully meet all technical requirements, NMB is obligated to select the product that comes closest to meeting the Access Board's standards, as per 36 CFR 1194. This selection could be the product that meets the most technical specifications or the one that best addresses the specific accessibility needs of the intended users.

9. PRODUCTION EVALUATION & REMEDIATION

9.1 Compliance Assessment Process

Both new and existing ICT managed by NMB must undergo a compliance assessment.

9.2 Vendor and Developer Requirements

Any vendor or developer involved in the ICT project must complete a Section 508 Voluntary Product Accessibility Template (VPAT). Additionally, all ICT must undergo pre-release testing to ensure compliance with Section 508 standards. A VPAT applies to newly developed or acquired ICT and existing ICT that has undergone major updates or



releases.

9.3 Deployment and Ongoing Compliance

Integration of approved ICT into NMB's production environment is allowed only after a rigorous review to ensure Section 508 compliance or an approved exception per NMB's established procedures. Discovering non-compliant ICT within the production environment will require remediation plans or approved exceptions.

10. EXCEPTIONS

10.1 Accessibility Requirement

ICT systems or products serving the public or Federal employees must be accessible to individuals with disabilities. Exceptions granted consideration to this rule must follow a formal request process.

10.2 Authority for Granting Exceptions

The NMB Section 508 Program Manager can decide on any requested exception to Section 508 standards for ICT systems or products.

10.3 Documentation and Review of Exceptions

Approved exceptions require that supporting documentation be filed within the relevant contract or purchase files. All granted exceptions will be reviewed annually by the Section 508 Program Manager and recorded for future accountability and reporting.

10.4 ICT Exception Types

10.4.1 Undue Burden Exception

This type of exception applies only to specific functions or features of an ICT product that would pose significant difficulties or financial burdens to the agency or its specific component using the ICT. The Section 508 Program Manager's decision to grant this exception is documented in writing and includes a comprehensive explanation outlining why adherence to specific requirements would impose an undue burden.

10.4.2 Fundamental Alteration Exception

An exception is allowed when NMB concludes that complying with Section 508 would fundamentally change the nature of an ICT product. The Section 508 Program Manager will document all exceptions in writing and explain how adherence would alter the product's nature. This documentation will also address who cannot use the technology as currently configured and provide a statement outlining their needs.

10.5 Alternative Access Measures

When NMB deems an exception to Section 508 standards justified, the agency will ensure that individuals with disabilities can access the necessary information or data through alternative methods. The business owner responsible for the ICT in question must proactively identify the specific needs of those with disabilities impacted by any exception and create a plan to address those needs through alternate solutions.



11. DOCUMENTS

11.1 Website and Contractor Requirements

Documents displayed on NMB's internal and external websites and those on contractor sites conducting NMB business must adhere to Section 508 compliance guidelines.

11.2 Public-Facing Electronic Content

NMB will ensure that all publicly accessible digital content, including web pages, blogs, and social media posts, meets the standards set forth by Section 508.

11.3 Official Agency Communications

NMB will ensure that any electronic content used for formal agency communications complies with Section 508. Electronic content includes but is not limited to:

- a. Emergency notifications;
- b. Decisions related to administrative claims or proceedings;
- c. Announcements of internal or external programs or policies;
- d. Notices related to benefits, eligibility, employment opportunities, or personnel actions;
- e. Formal acknowledgments of receipt;
- f. Survey questionnaires;
- g. Forms or templates;
- h. Educational or training materials;
- i. Intranet content designed as web pages.

11.4 Special Content Considerations

Documents that include complex elements such as images, intricate charts, equations, complex formulas, macros, or merged cells must be accessible. Only distribute such documents after maximizing accessibility and completing a formal acceptance process for potential exceptions.

12. TRAINING AND AWARENESS

All NMB personnel and contractors shall maintain an awareness of Section 508 requirements.

At a minimum, Section 508 training will be completed annually by all NMB employees to ensure general awareness and understanding. The NMB Section 508 Program Manager may also assign specialized Section 508 training to NMB employees.

13. COMPLAINTS AND GRIEVANCES

Individuals encountering accessibility issues with the NMB's ICT may file a complaint with the Section 508 Program Manager. The Program Manager will investigate and respond to



complaints promptly.

13.1 Complaint Submission

Anyone can file a complaint alleging that NMB is not providing equal access to information and data via ICT for individuals with disabilities compared to those without disabilities. All complaints should be sent to Section508@nmb.gov.

13.2 Complaint Resolution Process

Complaints received by NMB concerning difficulties in accessing NMB's ICT-based information and data will be promptly and systematically addressed.

- a. Upon receipt of a complaint, all relevant details will be documented, including the contact information for the complainant, a description of the accessibility issue, the date of submission, and any supporting documents or evidence.
- b. The NMB Section 508 Program Manager will send an acknowledgment to the complainant.
- c. The NMB Section 508 Program Manager will initiate a thorough investigation for the alleged Section 508 compliance violation. This investigation may involve reviewing the specific technology or content, consulting with accessibility experts, and conducting usability testing.
- d. Open communication shall be maintained with the complainant throughout the investigation to inform them of progress, ask for additional information, and promptly address any questions or concerns.
- e. Based on the investigation's findings, NMB will determine whether the technology or content complies with Section 508 requirements. If non-compliance is determined, NMB will identify specific accessibility issues.
- f. NMB will create a detailed remediation plan to address all accessibility issues identified during the investigation. This plan will outline the steps, timeline, and parties responsible for making the necessary improvements.
- g. NMB will implement the remediation plan to make the required accessibility improvements. This process may involve updates to software, content, or design elements. All changes must align with Section 508 standards and guidelines.
- h. NMB will conduct testing and verifications to ensure all identified accessibility issues have been effectively resolved.
- i. NMB will notify the complainant upon successful resolution and invite them to verify that the issues have been adequately addressed. They will be encouraged to offer feedback and confirm their satisfaction with the process.
- j. NMB will conduct a review of current policies, procedures, and training programs to determine if updates are needed to prevent future violations.
- k. NMB will maintain detailed records of the complaint, investigation, remediation plan, and resolution process to assist in audits and continuous improvement efforts.



13.3 Supplementary Communication Channels

Beyond the formal complaint process, NMB will set up additional avenues for feedback and communication to ensure the effective procurement, development, and deployment of accessible ICT.

14. MONITORING AND REPORTING

14.1 Compliance Monitoring

NMB will continually monitor its ICT for compliance with Section 508 standards. Monitoring may involve automated testing, manual evaluations, and consultations with accessibility experts.

14.2 Self-Assessment

NMB will perform annual self-assessments to determine compliance with Section 508 standards, identify shortcomings, and support annual reporting requirements.

14.3 Annual Reporting

The Consolidated Appropriations Act, 2023 was signed into law by the President on December 29, 2022. Section 752 of this act requires federal agencies to report on the implementation of Section 508 annually, in accordance with OMB instructions and criteria. NMB will send annual reports and assessments to Section.508@gsa.gov.

The “Annual Section 508 Assessment” is a requirement for all Federal departments or agencies covered by Section 508 of the Rehabilitation Act of 1973 (29 U.S.C. 794d). OMB, GSA, and the U.S. Access Board (USAB) will use this information to fulfill statutory reporting requirements.¹

The Section 508 Program Manager shall report on compliance efforts, following all applicable laws, regulations, and OMB or GSA guidance.

14.4 Corrective Action Plans

Identified non-compliance requires developing and documenting corrective action plans to resolve the issue promptly.

14.5 Internal Oversight

Specific responsibilities to oversee Section 508 compliance, including monitoring and reporting, are the responsibility of the NMB Section 508 Program Manager.

14.6 Public Feedback

Any accessibility complaints or grievances regarding compliance with Section 508 requirements should be forwarded to Section508@nmb.gov.

14.7 Documentation

Detailed documentation is required for all monitoring, reporting, and corrective action

¹ GSA, “Section 508.gov: Assessment Requirements,” accessed 10/18/23, <https://www.section508.gov/manage/section-508-assessment/>



CUI
National Mediation Board
Section 508 Policy
November 1, 2023

Policy #8300
Version 1.0

plans to support auditing, compliance verification, and continuous improvement efforts.
All records will be retained and disposed of per the NMB Records Management Policy.



APPENDIX A: RESOURCES AND LINKS

6 CFR Part 15, Section 504 regulation, “Enforcement of Nondiscrimination on the Basis of Disability in Programs or Activities Conducted by the Department of Homeland Security”, as amended July 2023	https://www.ecfr.gov/current/title-6/chapter-I/part-15?toc=1
36 CFR Part 1194, “Information and Communication Technology Standards and Guidelines”, December 2000	https://www.ecfr.gov/current/title-36/chapter-XI/part-1194
48 CFR 39.204, “Exceptions”, as amended September 2023	https://www.ecfr.gov/current/title-48/chapter-1/subchapter-F/part-39/subpart-39.2/section-39.204
6 U.S.C. § 112 “Secretary; functions”	https://www.govinfo.gov/content/pkg/USCODE-2021-title6/html/USCODE-2021-title6-chap1-subchapI-sec112.htm
29 U.S.C. §794d, “Electronic and information technology”	https://www.govinfo.gov/app/details/USCODE-2011-title29/USCODE-2011-title29-chap16-subchapV-sec794d
Architectural and Transportation Barriers Compliance Board (Access Board), “Information and Communication Technology (ICT) Standards and Guidelines” (Final Rule), January 2018	https://www.federalregister.gov/documents/2018/01/22/2018-00848/information-and-communication-technology-ict-standards-and-guidelines
“Consolidated Appropriations Act, 2023”, signed December 29, 2022	https://www.appropriations.senate.gov/imo/media/doc/JRQ121922.PDF#page=651
European Commission, “European Accessibility Act”,	https://ec.europa.eu/social/main.jsp?catId=1202
Federal Acquisition Regulation (FAR)	https://www.acquisition.gov/browse/index/far
FAR, Subpart 2.101, “Definitions”	https://www.acquisition.gov/far/2.101
FAR Subpart 10.001(a)(3)(vii).	https://www.acquisition.gov/far/part-10
General Services Administration, “Section508.gov”, accessed October 18, 2023	https://www.section508.gov/
Office of Management and Budget (OMB), Circular A-130, Revised, (Transmittal Memorandum #4), “Management of Federal Information Resources,” November 2000	https://www.whitehouse.gov/wp-content/uploads/legacy_drupal_files/omb/circulars/A130/a130trans4.pdf
World Wide Web Consortium (W3C), “Web Content Accessibility Guidelines (WCAG) 2.1”, September 2023	https://www.w3.org/TR/WCAG21/

Table 1: Resources and Links



APPENDIX B: TERMS AND DEFINITIONS

The following definitions are from “Section508.gov, Glossary of Section 508 Terms.” The complete list is at <https://www.section508.gov/content/glossary/#sectionU>.

Access Board: The U.S. Access Board is a federal agency that promotes equality for people with disabilities through leadership in accessible design and the development of accessibility guidelines and standards for the built environment, transportation, communication, medical diagnostic equipment, and information technology (Section 508).

Agency: Any agency or department of the United States as defined in 44 U.S.C. 3502 and the United States Postal Service. {Section 508, E103.4}

Official Agency Communications: Electronic content that is not public facing, constitutes official business, and is communicated by an agency through one or more of the criteria set forth in E205.3.

Alteration: A change to existing ICT that affects interoperability, the user interface, or access to information or data.

Alternate formats: Alternate formats usable by people with disabilities may include, but are not limited to, Braille, American Standard Code for Information Interchange (ASCII) text, large print, recorded audio, and electronic formats that comply with this part.

Alternate methods: Different means of providing information to people with disabilities, including product documentation; may include, but is not limited to, voice, fax, relay service, Text Telephone (TTY), internet posting, captioning, text-to-speech synthesis, and audio description.

Application: Software designed to perform or help the user to perform a specific task or set of tasks.

Assistive Technology (AT): Any item, piece of equipment, or system (whether acquired commercially, modified, or customized) commonly used to increase, maintain, or improve the functional capabilities of individuals with disabilities.

Conformance (Section 508): When electronic and information technology meets all of the applicable standards; for example, where a webpage meets W3C WCAG 2.0, Level A and AA guidelines.

Content: Electronic information and data, as well as the encoding that defines its structure, presentation, and interactions.

Document: Logically distinct assembly of content (such as a file, set of files, or streamed media) that: functions as a single entity rather than a collection; is not part of software; and does not include its own software to retrieve and present content for users. Examples of documents include, but are not limited to, letters, email messages, spreadsheets, presentations, podcasts, images, and movies.

Digital service: Electronic delivery of information, including content and data, across various



platforms and devices such as web or mobile.

Disability: A physical or mental impairment that substantially limits one or more major life activities, a record of such an impairment, or being regarded as having such impairment.

Electronic form: A computer program version of a paper form. Electronic forms can be programmed to automatically format, calculate, look up, and validate information for the user. Forms are commonly used in websites, mobile applications, and PDF documents.

Exceptions: E202 of the Revised 508 Standards specifies which types of ICT are exempt from compliance.

Existing ICT: ICT that was procured, maintained, or used on or before January 18, 2018.

Electronic and Information Technology (EIT): Superseded by Information and Communication Technology (ICT)

Federal Acquisition Regulation (FAR): Principal set of rules in the Federal Acquisition Regulations System regarding United States government procurement.

Hardware: A tangible device, piece of equipment, or physical component of ICT, such as telephones, computers, multifunction copy machines, or keyboards.

Information and Communication Technology (ICT): Information technology and other equipment, systems, technologies, or processes for which the principal function is the creation, manipulation, storage, display, receipt, or transmission of electronic data and information, as well as any associated content. Examples of ICT include, but are not limited to: computers and peripheral equipment; information kiosks and transaction machines; telecommunications equipment; customer premises equipment; multifunction office machines; software; applications; websites; videos; and electronic documents {Section 508, E103.4 Defined Terms}.

Information Technology (IT): Has the same meaning as the term “information technology” set forth in 40 U.S.C. 11101(6).

Interface (user): The user interface allows the user to communicate with the operating system. The interface is composed of both devices (keyboard, mouse) and screen elements (menus, text, buttons, etc.).

Multimedia (synchronized media): The combined use of several media, such as audio and visual (e.g., video or animation), to convey information or a live event, such as a television broadcast.

Product: Something physical or digital (software) which is created through a development or engineering process.

Public-facing: Content made available by an organization to members of the general public. Examples include, but are not limited to, an agency website, video, mobile app, blog post, or social media page.

Quality Assurance (QA): An activity to ensure an organization provides the best possible product or service to customers, often based on standardized testing methods.

Revised 508 Standards: The standards for ICT developed, procured, maintained, or used by federal agencies subject to Section 508 of the Rehabilitation Act as set forth in 508 Chapters 1



and 2 (36 CFR part 1194, Appendix A) and Chapters 3 through 7 (36 CFR part 1194, Appendix C).

Section 501 of the Rehabilitation Act: Prohibits discrimination in federal government hiring practices and requires the development of affirmative action plans to increase the hiring, placement, and advancement of qualified people with disabilities.

Section 504 of the Rehabilitation Act: Prohibits discrimination against persons with disabilities in any federally-funded programs or activities and requires such programs to be accessible to people with disabilities. Section 504 also prohibits disability-based job discrimination of any kind and requires that employers make reasonable accommodations for employees with disabilities.

Social media: A collection of internet-based communities where users interact with each other. This includes web forums, wikis, and user-generated content (UGC) websites. Examples of social media platforms commonly used by federal agencies include Facebook, LinkedIn, Twitter, YouTube, and Instagram.

Software: Programs, procedures, rules, and related data and documentation that direct the use and operation of ICT and instruct it to perform a given task or function. Software includes, but is not limited to, applications, non-web software, and platform software.

Telecommunications: The signal transmission of information of the user's choosing, between or among points specified by the user, without change in the form or content of the information as sent and received.

Text: A sequence of characters that can be programmatically determined and that expresses something in human language.

Transcript: The conversion of the spoken language of an audio file into a text format.

Undue burden: An action that requires significant difficulty or expense. In determining whether an action would result in an undue burden, an agency shall consider all agency resources available to the program or component for which the product is being developed, procured, maintained, or used.

User interface element: Elements of an application that convey information.

Voluntary Product Accessibility Template (VPAT®): A document template established by the Information Technology Industry (ITI) Council which evaluates how accessible a particular product is, according to Section 508 Standards. Vendors use this template to produce a self-disclosing document, called an Accessibility Conformance Report (ACR), which details each aspect of the Section 508 requirements and how the product supports each criteria. ACRs, based on VPAT®, are used by buyers to understand how accessible a product is and any potential deficiencies.

Web Content Accessibility Guidelines (WCAG): Guidelines established by the World Wide Web Consortium (W3C) under their Web Accessibility Initiative (WAI). The revised Section 508 standards harmonize with WCAG version 2.0 A & AA.