

# BDD Dustoff Accessibility Statement

Effective Date: April 20, 2026 | BDD Dustoff LLC

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## 1. Our Commitment

BDD Dustoff LLC is committed to ensuring that the BDD Dustoff platform is accessible to all users, including individuals with disabilities. We recognize the importance of digital accessibility, particularly for veterans and service members who have served our nation. We strive to meet or exceed the requirements of Section 508 of the Rehabilitation Act, the Americans with Disabilities Act (ADA), and the Web Content Accessibility Guidelines (WCAG) 2.1 Level AA.

## 2. Accessibility Standards

We design and develop our platform with the following standards in mind:

**WCAG 2.1 Level AA:** We target compliance with the Web Content Accessibility Guidelines 2.1 at the AA conformance level, which addresses the most common barriers for users with disabilities.

**Section 508:** As a platform serving veterans and interacting with federal systems (VA API), we align with Section 508 requirements for electronic and information technology.

**ADA Title III:** We treat our web-based Service as a place of public accommodation and design it to be accessible to individuals with disabilities.

## 3. Accessibility Features

The BDD Dustoff platform includes the following accessibility features:

**Keyboard Navigation:** All interactive elements are accessible via keyboard navigation. Users can tab through form fields, buttons, and navigation elements without requiring a mouse.

**Screen Reader Compatibility:** We use semantic HTML, ARIA labels, and proper heading hierarchy to support screen readers and assistive technologies.

**Color Contrast:** We maintain minimum contrast ratios of 4.5:1 for normal text and 3:1 for large text, as specified by WCAG 2.1 AA guidelines.

**Text Scalability:** All text can be resized up to 200% without loss of content or functionality.

**Focus Indicators:** Visible focus indicators are provided on all interactive elements to assist keyboard users.

**Alternative Text:** Images and non-text content include descriptive alternative text.

**Form Accessibility:** All form fields include associated labels, clear instructions, and descriptive error messages.

**Responsive Design:** The platform is designed to function across devices and screen sizes, including mobile devices and tablets.

## 4. Known Limitations

While we strive for full accessibility, we acknowledge that some areas of the platform may have limitations:

PDF documents generated by the Service are formatted for visual readability and may not be fully optimized for screen readers. We are working to improve the accessibility of generated documents.

Some complex data visualizations (instrument gauges, progress charts) may not be fully accessible to all assistive technologies. Text alternatives are provided where possible.

Third-party integrations (VA API verification, USPS address verification) may have their own accessibility limitations outside our control.

## 5. Ongoing Efforts

We are committed to continuously improving accessibility through:

Regular accessibility audits using automated tools and manual testing. Incorporating accessibility feedback from users. Training our development team on accessible design practices. Updating our platform as accessibility standards evolve. Testing with assistive technologies including screen readers, voice recognition software, and alternative input devices.

## 6. Feedback and Assistance

We welcome feedback on the accessibility of the BDD Dustoff platform. If you encounter any accessibility barriers or need assistance using any feature, please contact us:

Email: [info@bdddustoff.com](mailto:info@bdddustoff.com) Website: [www.bdddustoff.com](http://www.bdddustoff.com)

When contacting us about an accessibility issue, please include: a description of the issue, the page or feature where you encountered the barrier, the assistive technology you are using (if applicable), and your preferred method of contact.

We will make reasonable efforts to respond to accessibility feedback within 5 business days and to resolve identified barriers in a timely manner.

## 7. Alternative Formats

Upon request, we will provide information in alternative formats, including: large print, plain text, or other formats that meet your accessibility needs. Please contact us at [info@bdddustoff.com](mailto:info@bdddustoff.com) to request an alternative format.

## 8. Legal Compliance

This Accessibility Statement reflects BDD Dustoff LLC's current efforts and commitment to digital accessibility. We recognize that accessibility is an ongoing process and we will continue to update our practices as technology and standards evolve.

This statement was last updated on April 20, 2026.