



Sustainable Testing and Remediation (STAR) Plan

This STAR Plan is only valid after: 12/02/2021

Our solutions aim to improve the usability of the web – providing everyone with an optimal, customizable, and fully inclusive digital experience.

Applicable Website: sdge.com

(the “Website”)

Please note: This attestation and associated statements are valid only when the AudioEye service is active. To confirm its activation, activate the link below.

<https://customer-portal.audioeye.com/sites/a5ecdd4b-955a-40b7-b439-5fbbe6800fb4/attestation>

Created by:

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AudioEye Attestation with Respect to the Website

In an effort to help ensure that individuals with disabilities have equal opportunity and effective communication needed to fully access the Website¹, the Website's owner, manager or sponsor (the "Sponsor") has adopted a sustainable, long-term digital accessibility strategy. The Sponsor has taken, or is in the process of taking, the following actions to help make its website equally accessible to all individuals, regardless of their abilities.

- Sponsor (or a representative of Sponsor) subscribed to accessibility offerings from AudioEye, Inc., a third-party web accessibility specialist that employs Certified Professionals in Accessibility Core Competencies² and experienced assistive technology testers (some of whom are individuals with disabilities).
- This STAR Plan shall remain applicable from the date of enablement of the javascript relating to AudioEye's website offering through the date such enablement remains active and so long as Sponsor's AudioEye Subscription remains active.
- Sponsor is striving and will continue to strive to improve and maximize conformance to AudioEye's interpretation of the informative guidance made available from the World Wide Web Consortium's Web Content Accessibility Guidelines (WCAG).
- Through the adoption of the AudioEye accessibility offerings, Sponsor has established and began to execute a formal strategic plan to provide the equitable use of its digital assets and an optimal user experience for everyone.

¹ The STAR Plan applies to the domain and all subdomains listed on the front page.

² AudioEye engineers and SMEs include Certified Professionals in Accessibility Core Competencies (CPACC), Certified Web Accessibility Specialists (WAS), and/or Certified Professionals in Web Accessibility (CPWA) as maintained through the International Association of Accessibility Professionals (IAAP). All work supplied in fulfillment of the accessibility audits are conducted by AudioEye team members certified as a CPACC, WAS or CPWA, or their work is overseen by such a certified team member. Manual assistive technology (AT) testing is overseen by AudioEye's Senior AT Testers, including credentialed Freedom Scientific JAWS Certified Tester(s). Over the past few years, the AudioEye team of accessibility engineers, SMEs, and testers has audited and remediated thousands of web domains and web applications. Today, on a daily basis, AudioEye – through the application of leading-edge dynamic remediation technology serves billions of accessibility fixes across a network of clients who encompass some of the largest and most influential businesses and organizations in the world. AudioEye's mission is to eradicate all barriers to digital accessibility.



Below are the key tenants and proactive steps of Sponsor's sustainable accessibility and remediation plan:

- **Effectuate and Maintain a Comprehensive Plan:** Upon Activation, and in collaboration with AudioEye, the Sponsor has established a sustainable plan for addressing digital accessibility.
- **Employ Accessibility Specialists:** Upon Activation, the Sponsor has employed AudioEye, a third-party web accessibility specialist that employs Certified Professionals in Accessibility Core Competencies to monitor and maintain the Sponsors plan.
- **Accessibility Training & Tooling:** Upon Activation, the Sponsor gains access to an online training library to keep Sponsor up to date on accessibility best practices, as well as activating the visual toolkit for users with disabilities.
- **Provide a Public "Grievance Process":** Upon Activation, the AudioEye solution provided anyone the ability to submit an accessibility complaint which, complete with a feedback loop, allows end-users of the Website to report accessibility and usability issues to the dedicated Web Accessibility Subject Matter Experts at AudioEye. As issues are reported, AudioEye validates and prioritizes issues based on the end-user feedback. Submissions are responded to in a timely manner and two-way communication is available until issue resolution.
- **Publish and Maintain Digital Accessibility Policy Statement:** Upon Activation, the Sponsor began publishing an Accessibility Statement to inform end-users regarding the steps taken/being taken to ensure equal access and to promote the Sponsor's ongoing commitment to address and prioritize digital inclusion
- **Regular Automated Testing:** Upon Activation, AudioEye began tracking usage analytics. On regular intervals, AudioEye began conducting ongoing and continuous monitoring based on the usage analytics tracked by AudioEye. This always-on monitoring ensures that the pages being accessed by our Sponsor's end-users – the pertinent pages relative to the end-user's experience – are being evaluated for accessibility conformance. So long as the AudioEye Services remain active, AudioEye will maintain the always-on monitoring service.
- **Continuous Progress towards Conformance with Prevailing Digital Accessibility Standards (Current as of Effective Date: Web Content Accessibility Guidelines "WCAG" 2.2 Level AA):** Upon Activation, the AudioEye solution began to dynamically apply remediations to address certain common issues that are programmatically detected. From the date of Activation, the Website began to improve accessibility by eliminating access barriers for end users.



After activation and as, perhaps, the most significant reflection of the Sponsor's sincere commitment to digital inclusion, the Sponsor has invested in and made available at no cost to site visitors, assistive tools (via the AudioEye Visual Toolkit) to aid users and provide personalization options for those seeking access to the site.

- The AudioEye Visual Toolkit allows organizations to provide their site visitors with a customizable user experience that is tailored to their individual needs.
- These tools have benefits for all site visitors, but, in particular, aging populations and individuals who have vision, hearing, motor and intellectual (cognitive) disabilities, those who are epileptic, color blind, dyslexic, or learning to read.

With continual testing, remediation, and validation, coupled with the ability to make changes based on feedback, a new accessibility baseline and substantial conformance is achieved. The Sponsors can work with AudioEye to address the website-specific accessibility issues. To the extent warranted, Sponsor may implement design and source improvements to further improve usability and maximize conformance with accessibility best practices and standards. With remediation validated, ongoing monitoring enabled, and an ongoing remediation strategy in place, AudioEye has granted Sponsor AudioEye Trusted certification status.

As the Sponsor continues to mature its accessibility policy, the Sponsor intends to report its conformance level publicly through a public-facing Certification Statement made available from the Website. The Certification Statement informs end-users of the current, up to date AudioEye Trusted Status and conformance level as the site continues to be updated regularly via the continuous monitoring services supplied by AudioEye.



Company Profile

AudioEye is an industry-leading digital accessibility platform delivering trusted ADA and WCAG accessibility compliance at scale. Through patented technology, subject matter expertise, and proprietary processes, AudioEye is eradicating all barriers to digital access, helping creators build accessible content and supporting them with ongoing advisory and automated upkeep. Trusted by the FCC, ADP, SSA, Samsung, and others, AudioEye helps everyone identify and resolve issues of accessibility and enhance user experiences, while automating digital accessibility for the widest audiences. Learn more at www.audioeye.com.

AudioEye—Equal Access for All™

AudioEye, Inc. was formed as a Delaware corporation on May 20, 2005 and is headquartered in Tucson, AZ. Today, an experienced team of in-house engineers, designers, and developers throughout the United States develop the Company's technology & software.

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